Deduction Reporting in MyTRS

May and June 2017 Training Guide

MTRS
MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM

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■ Visit our website at mass.gov/mtrs/employers

Our Employer web pages offer in-depth information on all aspects of the MTRS, including:

- Current guides and training videos for MyTRS
- Important MTRS policies (member eligibility, deduction rates, etc.)
- Forms (retirement and refund applications, insurance rate forms, etc.)

MTRS
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Deduction Reporting in MyTRS

May and June 2017

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Creating a Payroll Calendar

1. Select "Payroll Calendar" from the home page or from the "Go To" drop-down list at the top of the page.

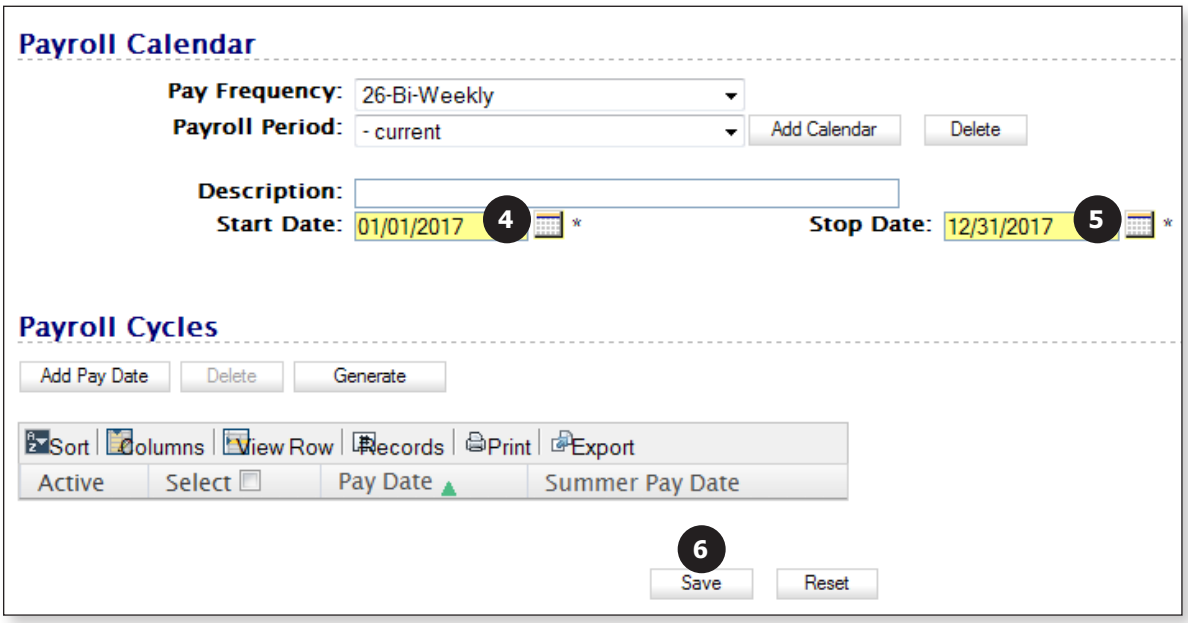
2. Under "Pay Frequency" select the appropriate frequency (e.g., 26 or 21, etc.).

3. Click **Add Calendar** button.

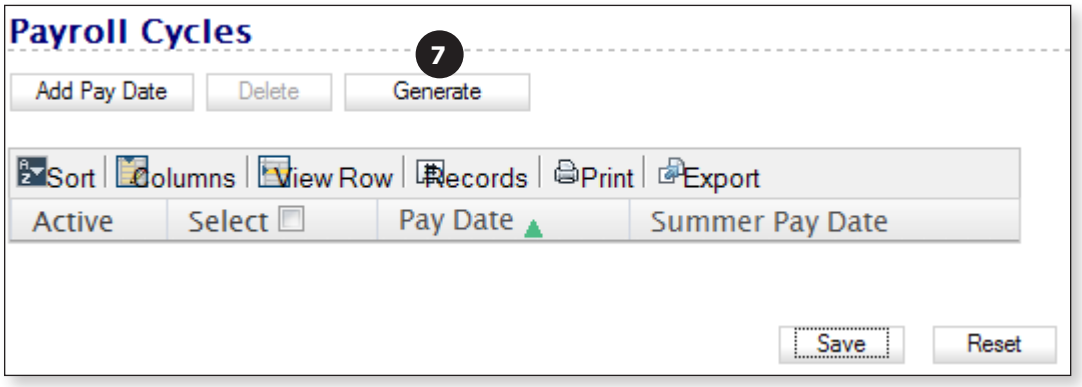
4. In the "Start Date" field, enter "01/01/2017."

5. In the "Stop Date" field, enter "12/31/2017."

6. Click the **Save** button.

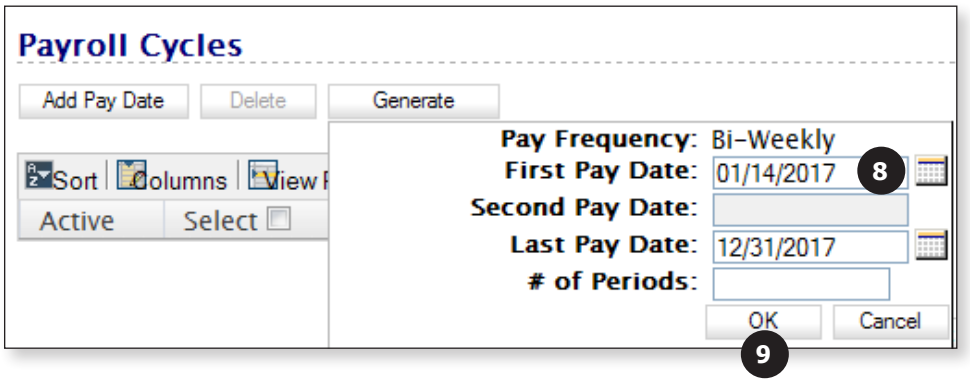


7. Click the **Generate** button.



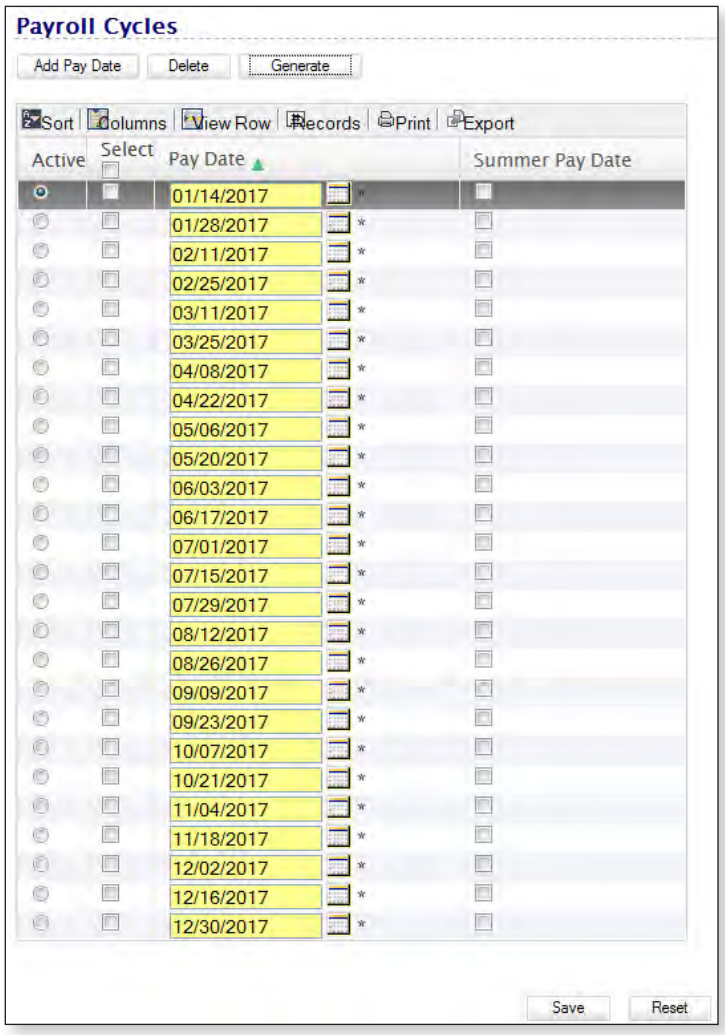
8. In the "First Pay Date" field enter the date of the first check to be issued in Jan 2017.

9. Click the **OK** button.

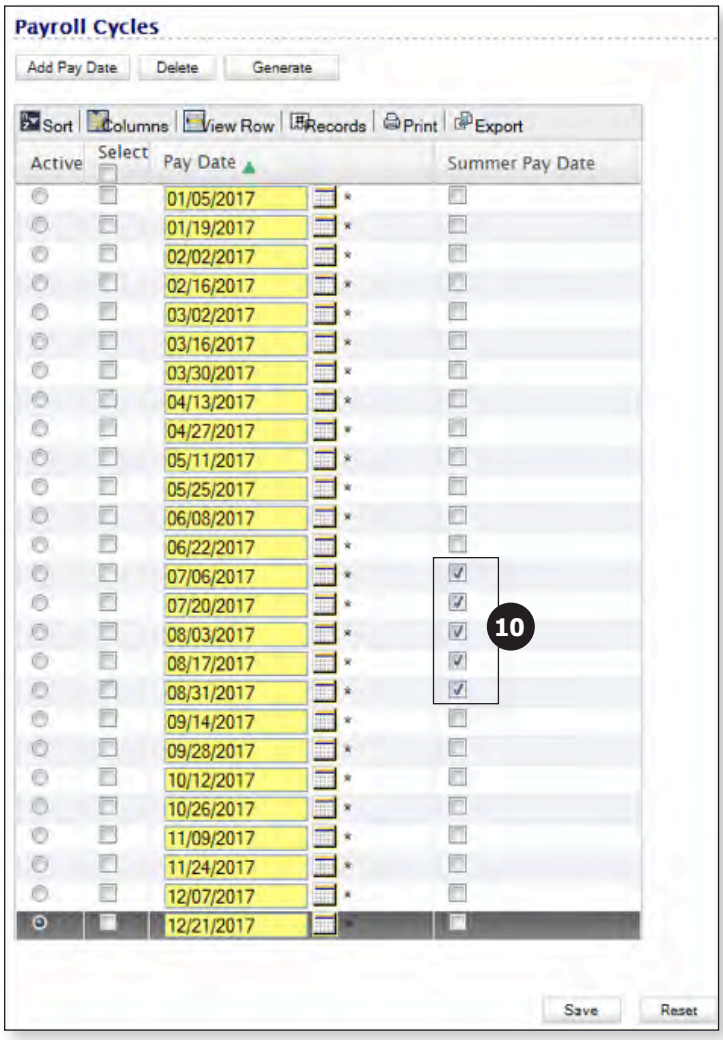


If you are creating a semi-monthly calendar (20 or 24 semi-monthly), enter the "Second Pay Date" information as well. If you are creating a bi-weekly or weekly calendar, leave this field blank.

You should now see the pay calendar for the entire 2017 year.



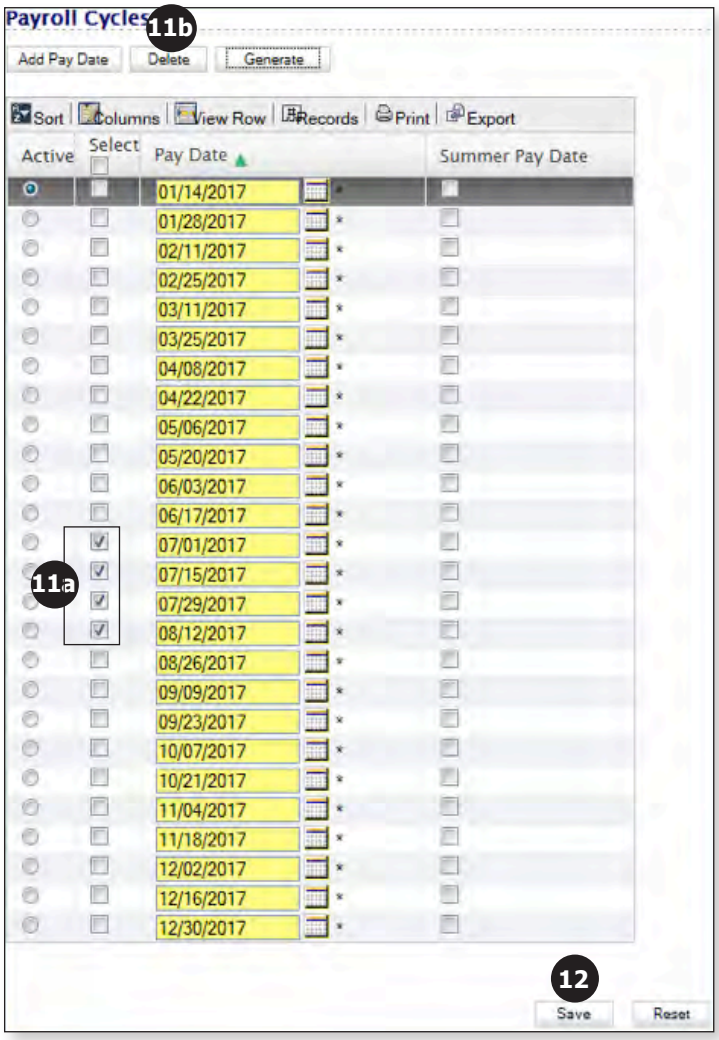
10. If you have employees who receive a lump sum payment at the end of June, check the "Summer Pay Date" check box to the right of the pay dates on which they will **not** receive a paycheck during the summer.



11. If, however, you are creating a **21** or **22** pay calendar, you will need to **delete** the dates on which employees will not receive a paycheck during the summer.

    a. Check the "Select" boxes to the **left** of the summer dates on which someone on a 21 or 22 pay cycle will not receive a check.

    b. Click the **Delete** button above the calendar.



12. Click **Save**.

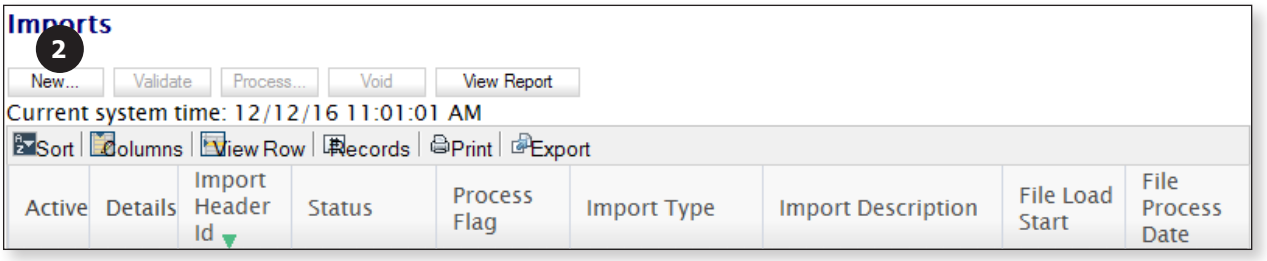
Notes

- If you offer 26 pays, 21 pays and 52 pays, you will need to create a separate calendar for each one.
- After you have created the first calendar, choose the next Pay Frequency from the list **before** clicking **Add Calendar**. If you do not click the new Pay Frequency first, you will overwrite the calendar you just created.

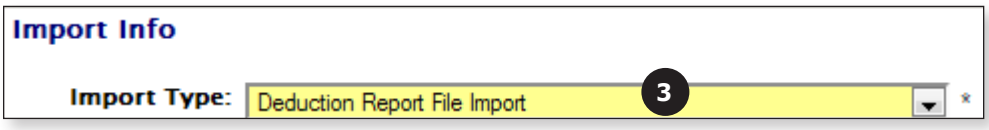
Importing a Deduction Report

1. Select "Import Deduction Report Files" from the home page or from the "Go To" drop-down list at the top of the page.

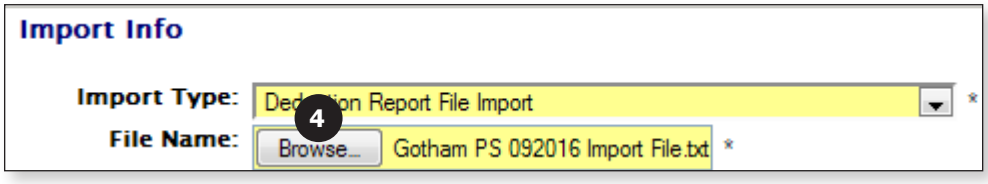
2. Click the **New** button.



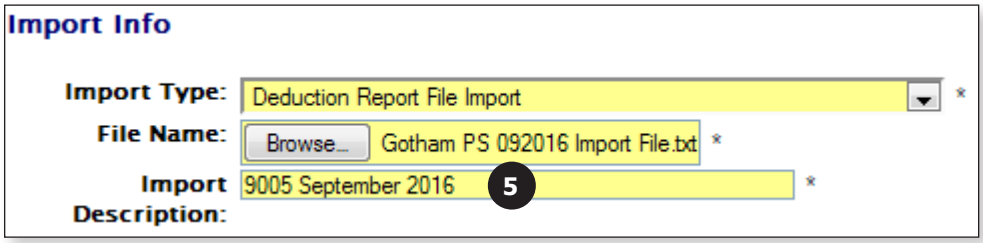
3. **Import Type:** Don't change this field.



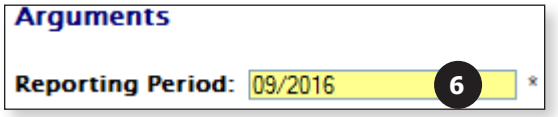
4. **File Name:** Click the **Browse** button and browse for the file that was exported from your payroll system.



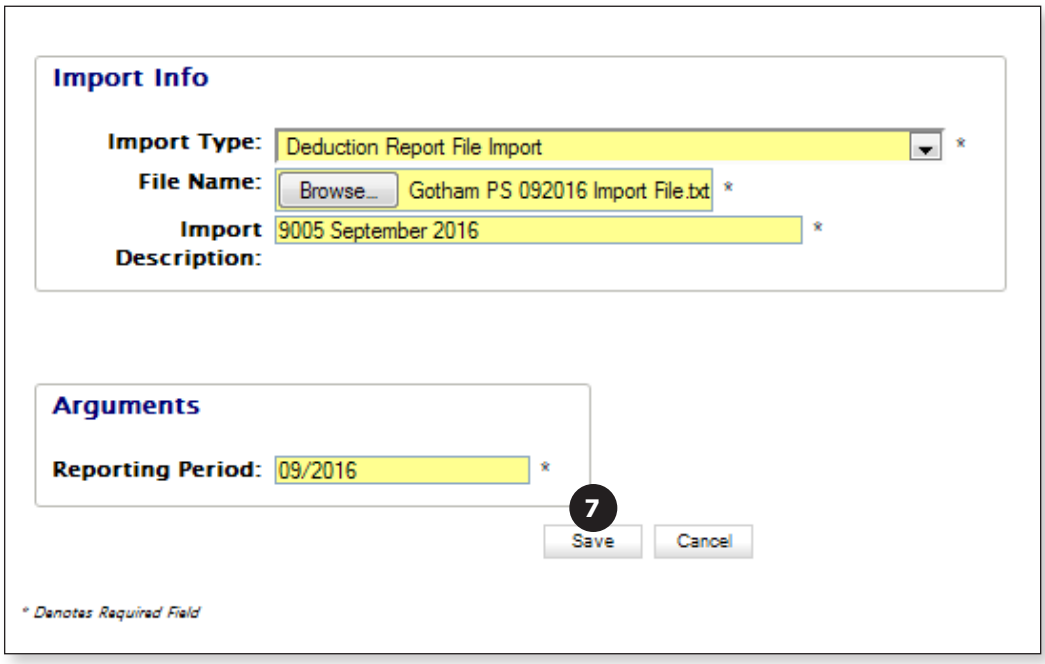
5. **Import Description:** Enter your district number and the month and year of the file that is being imported. This field is a free text field and is not required to be in any set format.



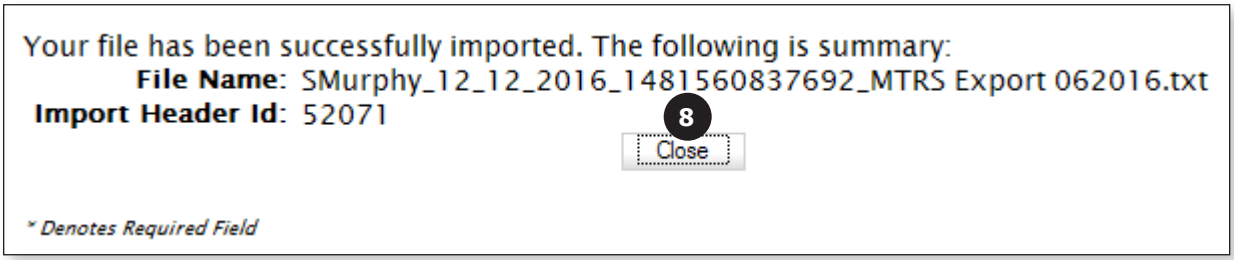
6. **Reporting Period:** Enter the month and year of the file being imported (*mm/yyyy*).



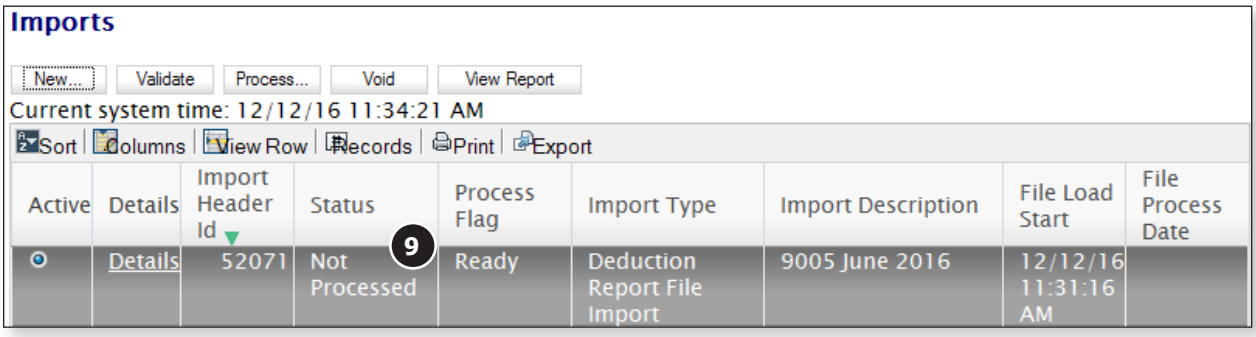
7. Click the **Save** button.



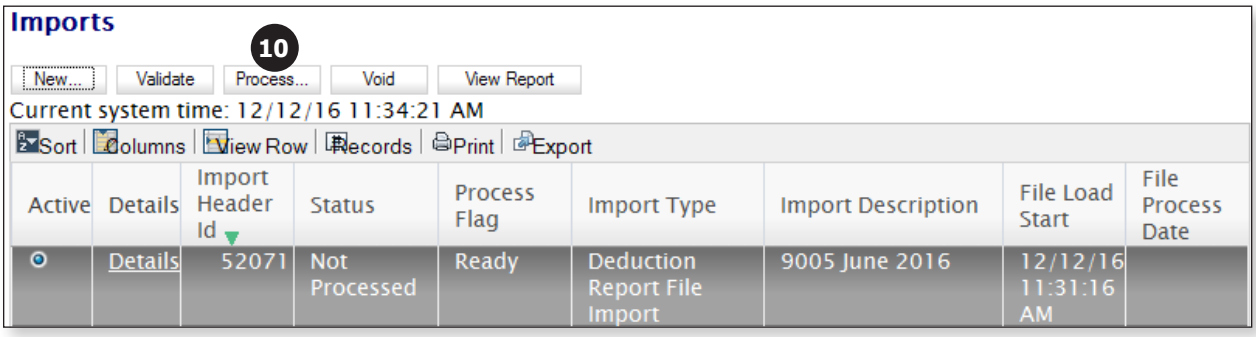
8. When you see the message "Your file has been successfully imported," click the **Close** button.



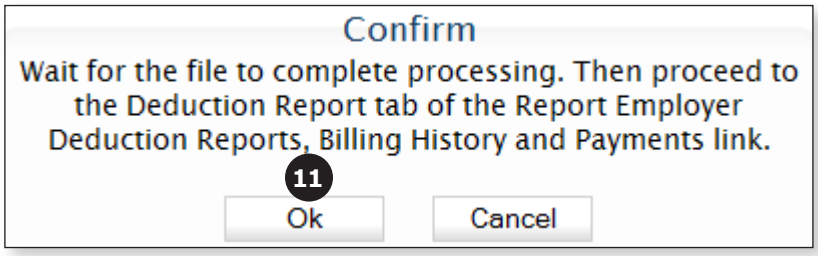
9. The file should now be listed on the screen with a Status of "Not Processed."



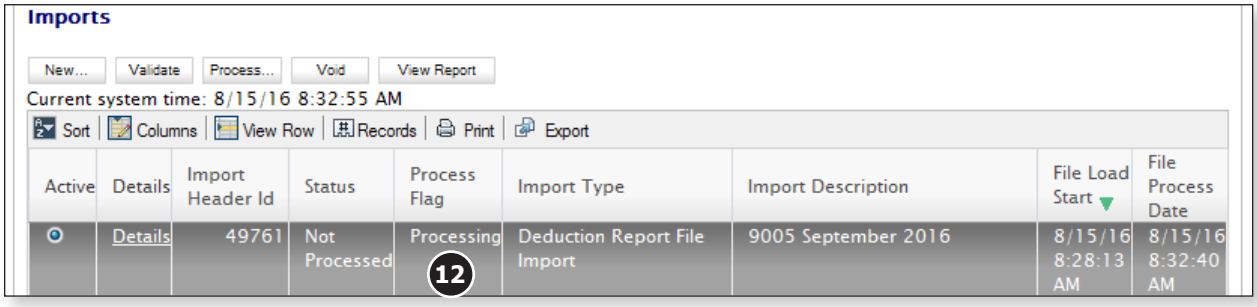
10. Click the **Process** button.



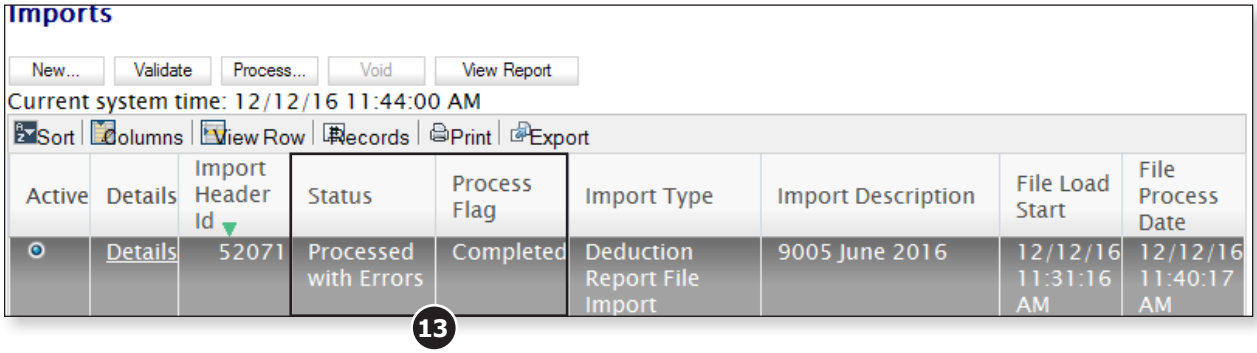
11. When you see the message "Wait for the file to complete processing," click the **Ok** button.



12. The "Process Flag" will change to "Queued for Processing" or "Processing," letting you know that the system is running the first round of data validation.



13. Once the first round of validation has been completed, the "Process Flag" will change to "Completed" and the Status Field will change to "Processed Successfully" or "Processed with Errors."



14. If the "Status" field says:

- "Processed Successfully," you are ready to work on the deduction report. Choose "Deduction Reports and Payments" from the "Go to" drop-down list at the top of the page.

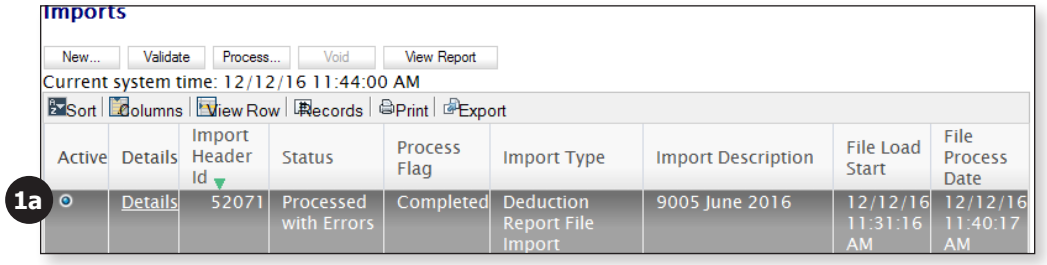
- "Processed with Errors," you need to determine what is causing the file to fail the first round of data validation during the import process.

Correcting Errors during the Import Process

If the "Status" field says "Processed with Errors" when you import your monthly deduction report text file, you need to determine what is causing the file to fail.

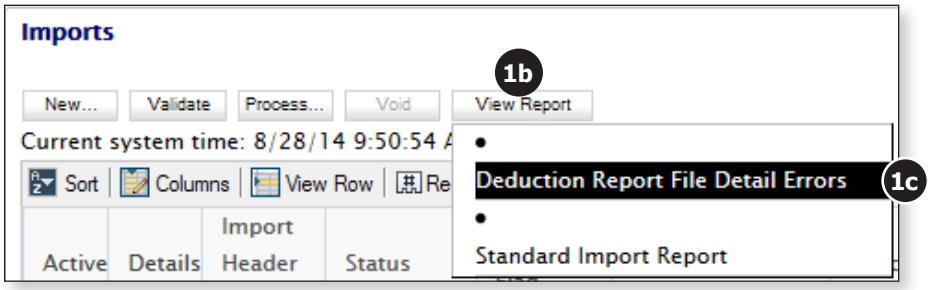
1. First, view the report that will show you the record(s) causing the issue.

   a. Select the deduction report.



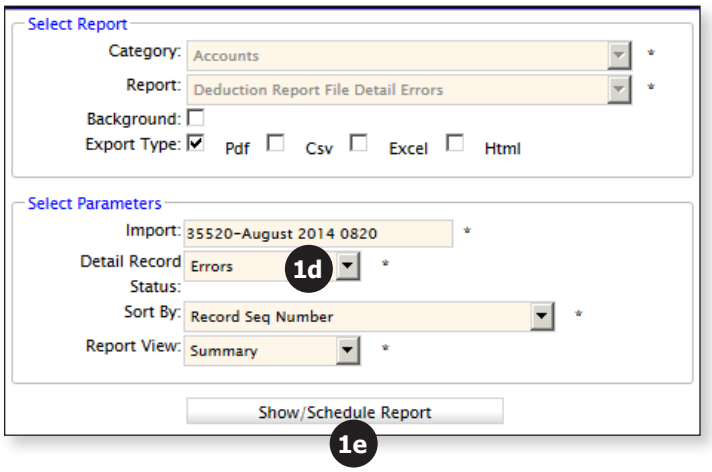
   b. Click the **View Report** button.

   c. Choose "Deduction Report File Detail Errors" from the list.

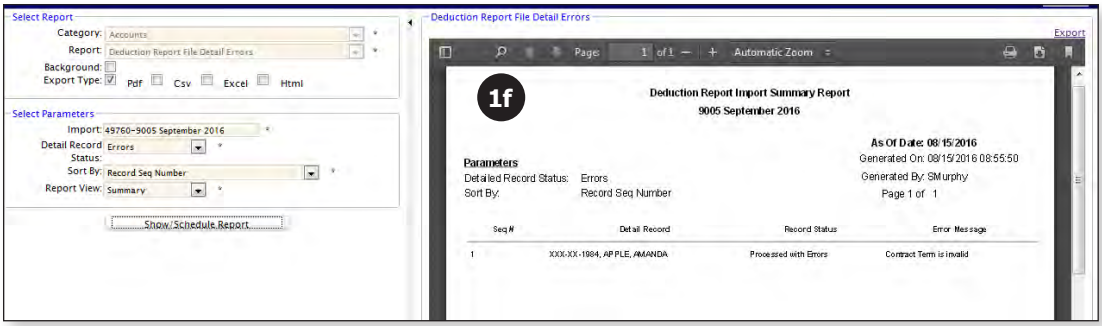


   d. In the new window that opens, select "Errors" from the "Detail Record Status" drop-down list.

   e. Click the **Show/Schedule Report** button.



f. A list of employees and the issues causing the file to fail will appear on the right of the split screen.



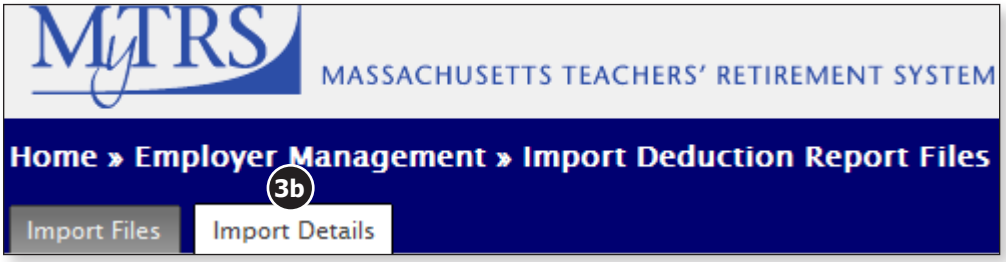
If the list is long, you may want to print it. If you see that someone needs to be registered, register the member and then fix the remaining issues.

2. If an employee has an error message of "Member needs to be registered for enrollment by the school district," register the member and then come back to the Import screen and click the **Process** button again.

3. For any errors other than someone that needs to be registered, you would do the following to fix the issue:

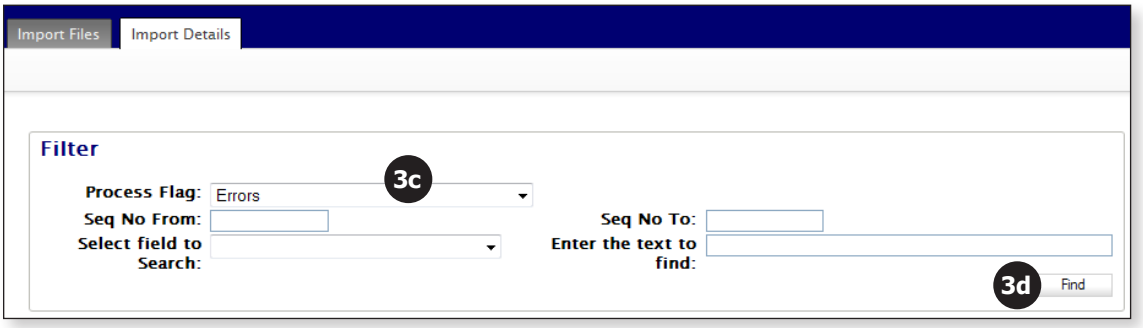
   a. Close the pop-up report window (after you have printed it if needed) so that you are back on the main Import page.

   b. Click on the **Import Details** tab in the top left of the screen.

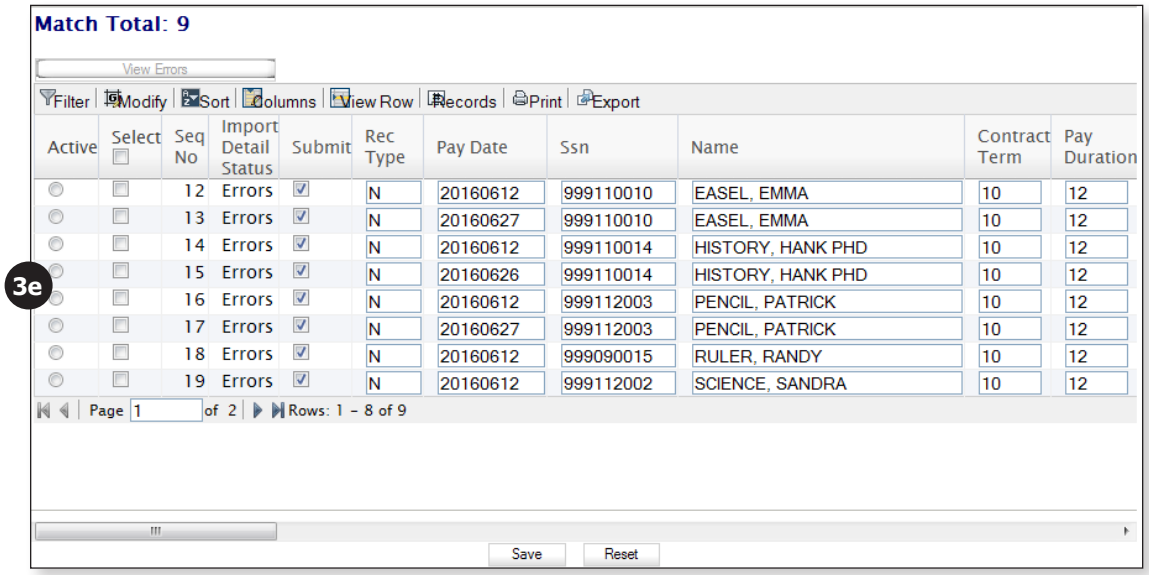


   c. Choose "Errors" from the "Process Flag" drop-down list.

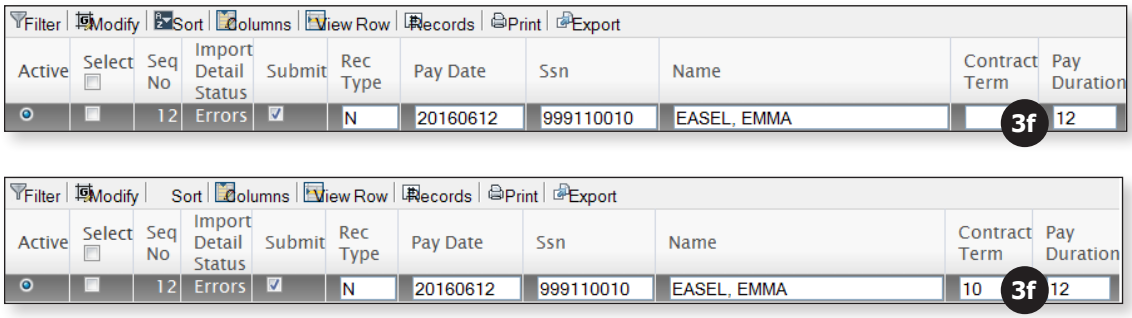
   d. Click the **Find** button.



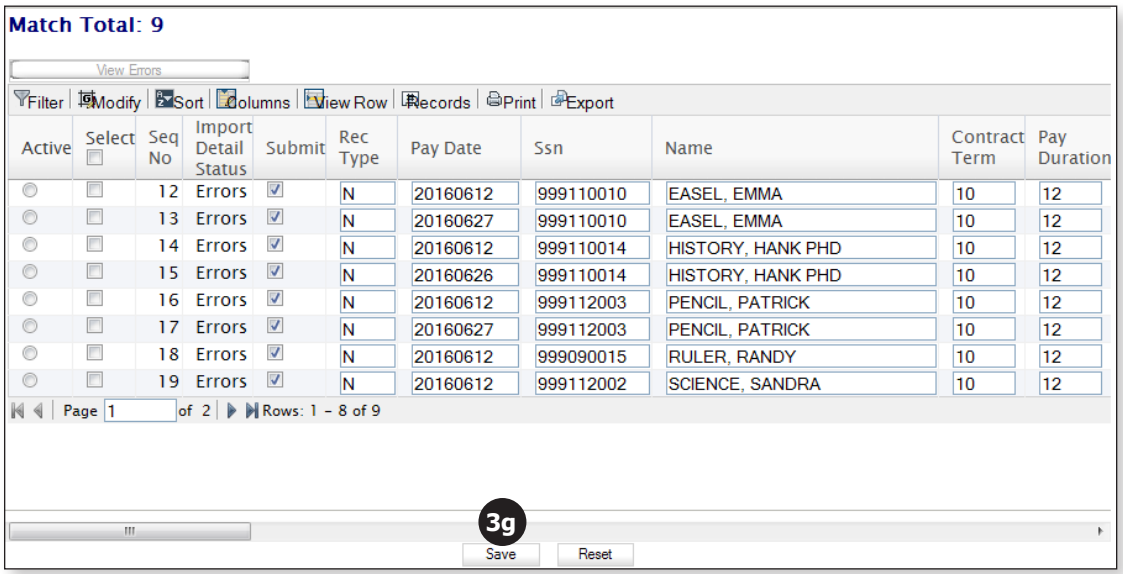
e. The records containing the issues will be displayed at the bottom of the screen.



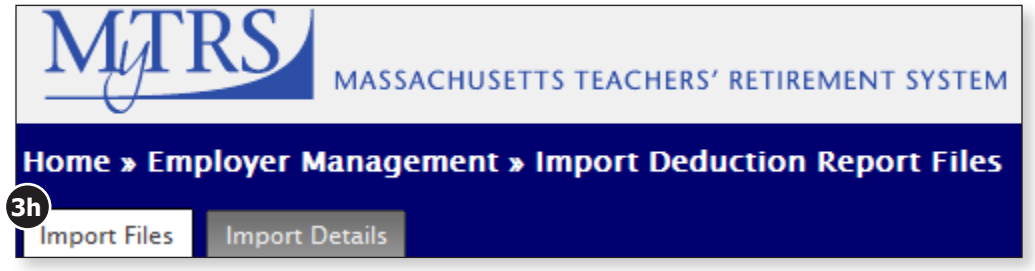
f. Manually correct the fields that need to be updated for each person. For example, if the "Contract Term" field is invalid (or blank), type in the correct one.



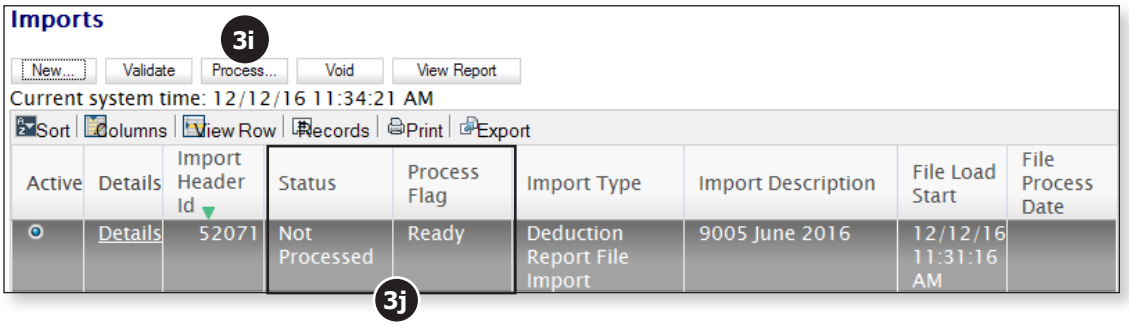
g. When you have corrected all the errors on page one, click the **Save** button below the scroll bar **before** moving to the next page (if you have more than one page).



h. Once all the changes have been made and saved, click the **Import Files** tab in the top left of the screen.



i. Click the **Process** button to re-process the file.



j. After you click the **Process** button, you should see the "Process Flag" change to "Queued for Processing." Additionally, the "Status" field may not change immediately, so be patient while the system reprocesses your file.

k. If the "Status" is still "Processed with Errors" after the file is reprocessed, repeat the steps above.

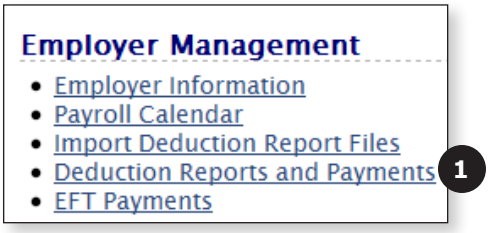
Note

- If any errors are identified and corrected during the import process (like a blank position code, wrong pay frequency, invalid FTE%), remember to update this information in your payroll system, as that is the source of the data in the import file. If you don't also correct the data in your payroll system, you will need to repeat this correction process in future months before the file will process successfully.

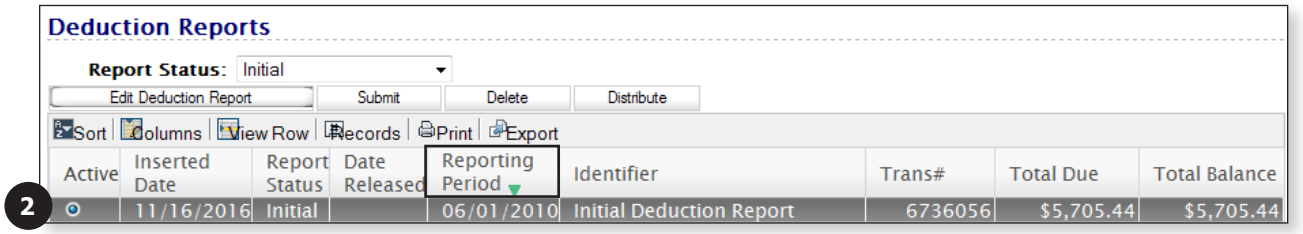
Running the Exception Report

The exception report lists members whose records have errors or exceptions within the deduction report.

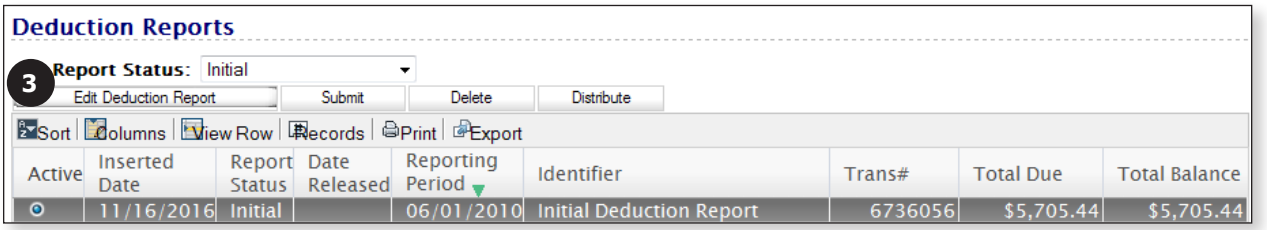
1. Select "Deduction Reports and Payments" from the home page or from the "Go To" drop-down list at the top of the page.



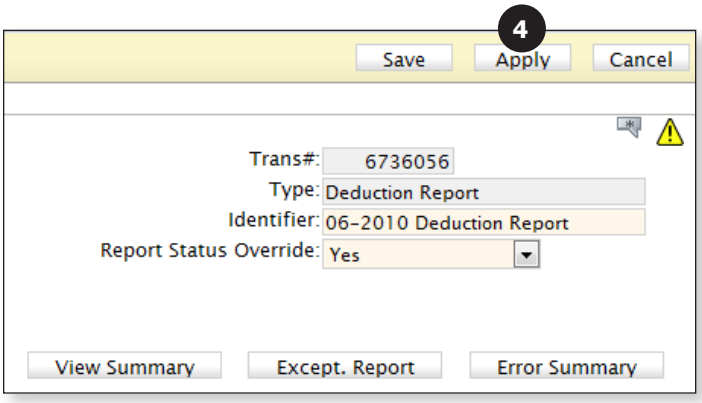
2. Select the deduction report you need to work on. The "Reporting Period" field tells you the month and year of the report.



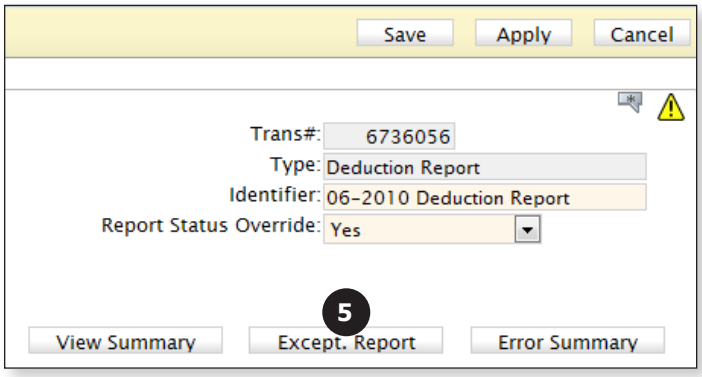
3. Click the **Edit Deduction Report** button to open the deduction report.



4. Click the **Apply** button once the deduction report opens.

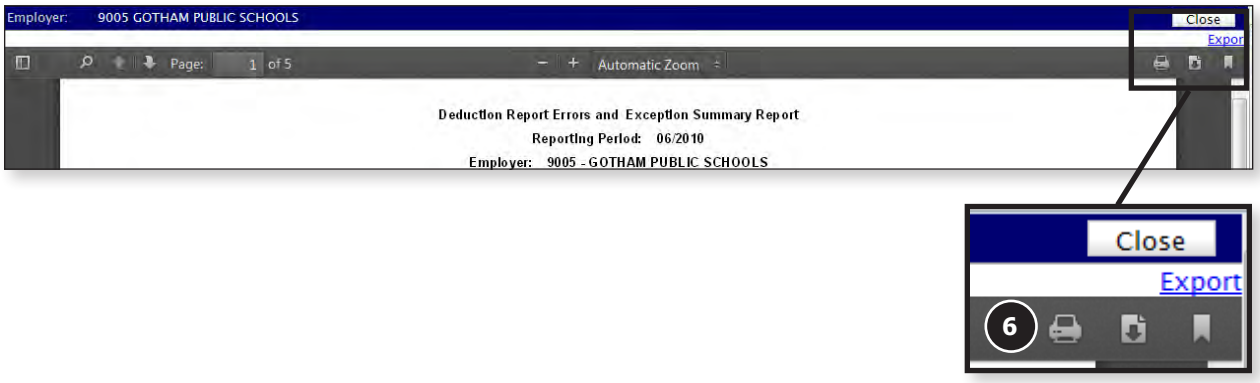


5. Click the **Except. Report** button to generate the Exception Report.

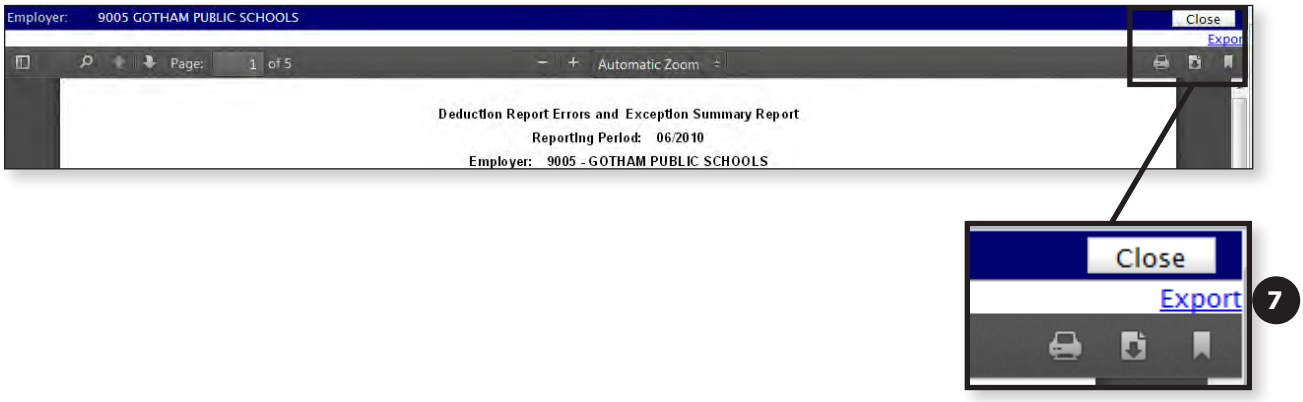


The Exception Report will open in a separate window.

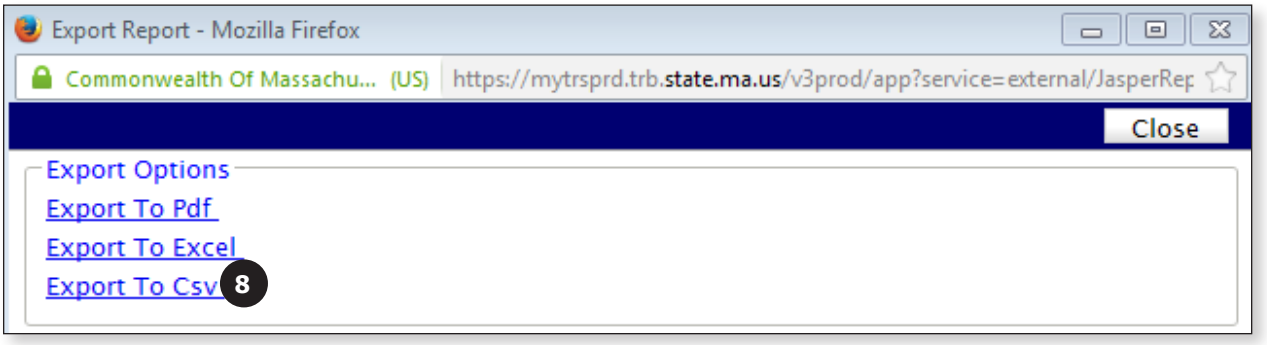
6. To print the Exception Report, click the **Printer** icon in the top right corner.



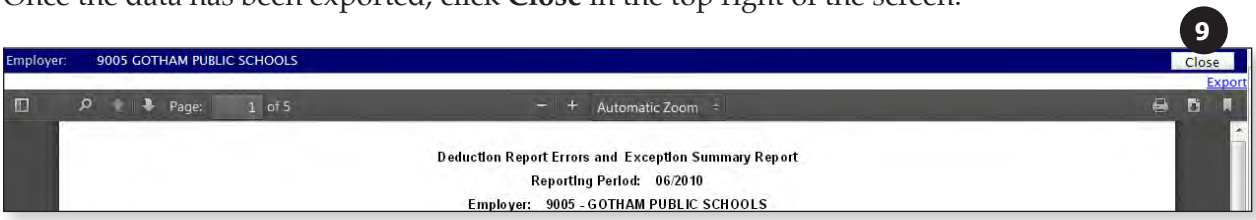
7. To export the Exception Report, click the **Export** link in the top right corner.



8. The Exception Report can be exported to PDF, Excel, or CSV (Comma Separated Value). Choose your preferred format and follow the prompts to complete the export process. The MTRS recommends exporting to a CSV file as that will then open the report in Excel.



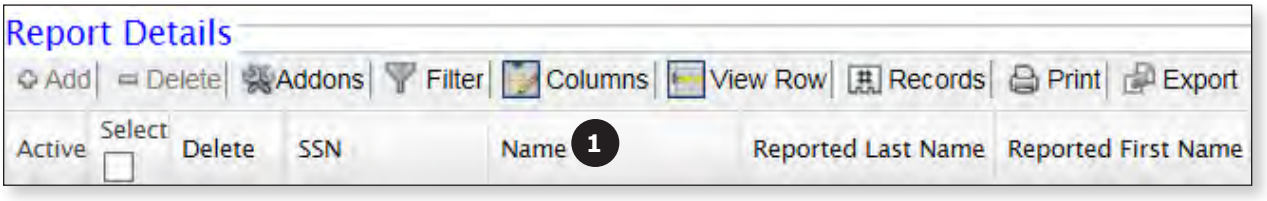
9. Once the data has been exported, click **Close** in the top right of the screen.



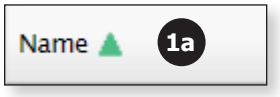
Sorting the Deduction Report

The deduction report can be sorted by any of the column labels, but we recommend sorting by the "Name" field.

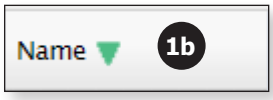
1. To sort the report by a field, click on the text of that field's column label. In this case, click on "Name."



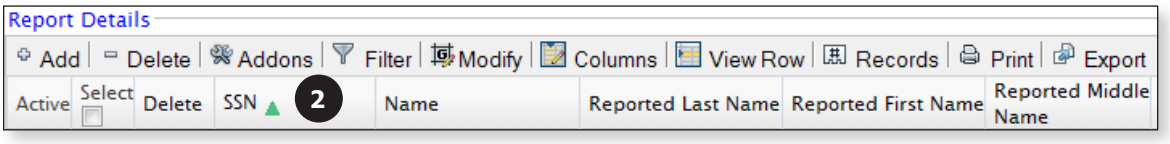
   a. A green triangle will be displayed indicating that the report is sorted by the column selected.



   b. To sort the report in reverse order, simply click the column label again.



2. To sort the report by a different field, click on the text of that field's column label. In this example, we chose to sort by SSN.



Adding / Deleting / Copying Records

Just FYI...

The toolbar within the Deduction Report Editor consists of buttons that allow you to do a multitude of functions:

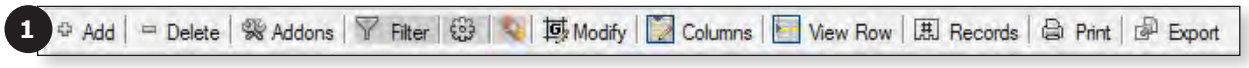
- Add a record
- Delete a record
- Copy a record
- Filter for a member or group of members
- Modify data for a group of members
- Rearrange or hide columns
- View one row of data without scrolling
- Change the number of records displayed per page
- Print the deduction report
- Export the deduction report

Add a Record

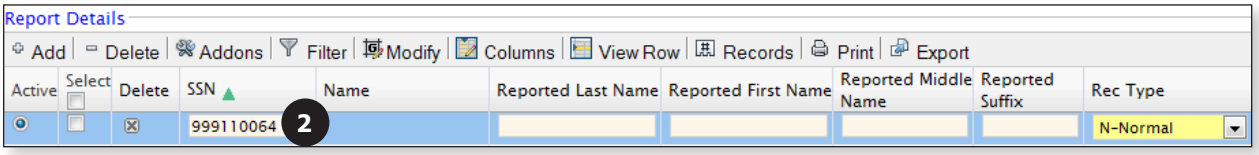
It is rare that you would need to add a record to the deduction report manually, but it is sometimes necessary if a member was not included in the text file from your payroll system.

Before adding a record to a deduction report, be sure that you do not have the report filtered by a single member—you should see a full page of members before starting this process.

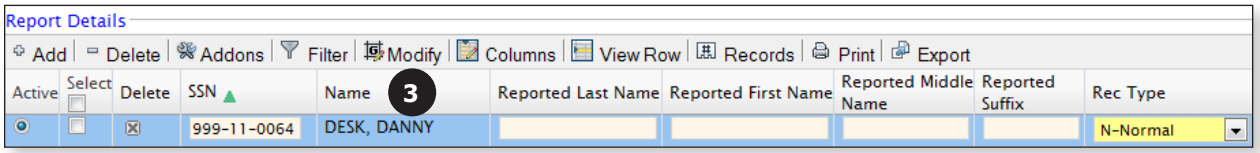
1. Click the **Add** button in the toolbar.



2. In the blank row that appears, enter the member's SSN (without the dashes) and then hit Enter on your keyboard.

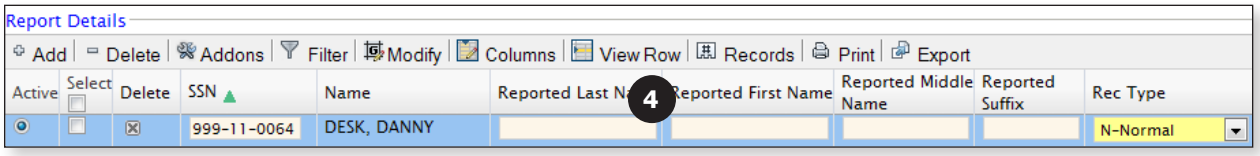


3. The member's name should populate in the "Name" field.

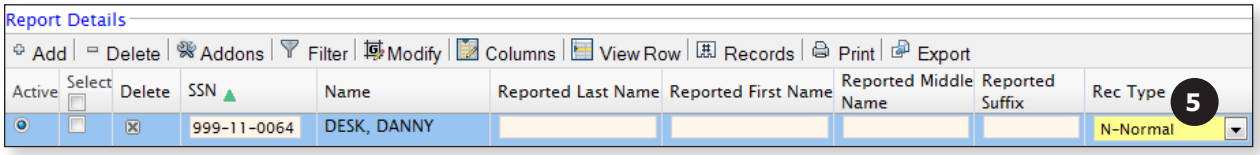


*If the name is not displayed after hitting the Enter key, click the **Apply** button in the top right of the screen. Do not proceed until the member's name is populated in the "Name" field.*

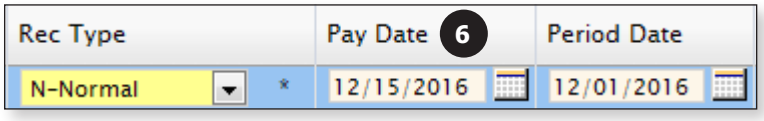
4. You do not need to enter the "Reported Last Name," "Reported First Name," "Reported Middle Name" or the "Reported Suffix" fields unless there is a reported name change.



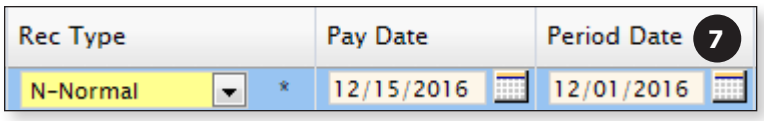
5. Leave the "Rec Type" field set to "Normal" unless you are creating an Adjustment or Retro record.



6. Enter the appropriate pay date for the record in the "Pay Date" field.

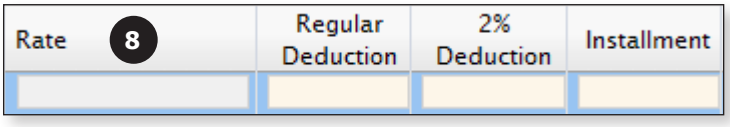


7. The "Period Date" field should auto-populate with the appropriate value (you will need to change this if you are creating an adjustment record).

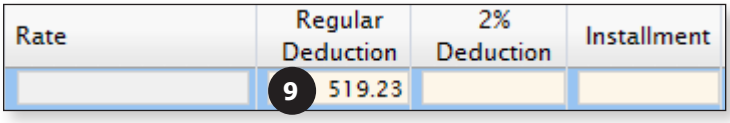


The "Period Date" should always be the first day of the month and year you are working on.

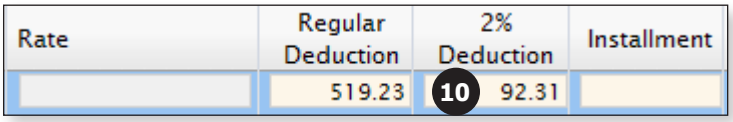
8. Do not enter any data in the "Rate" field. It will auto-populate when you click the **Apply** button at the end of this process.



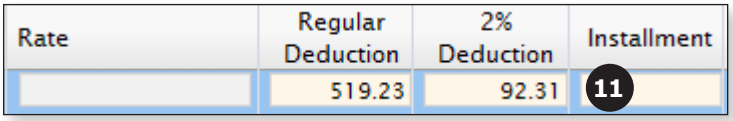
9. Enter the regular deduction that was taken from the member's paycheck in the "Regular Deduction" field.



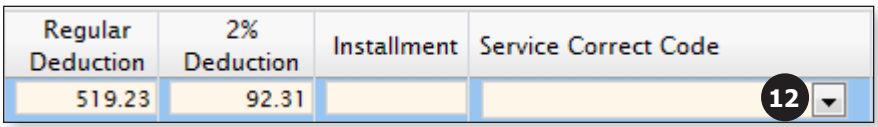
10. If applicable, enter the 2% deduction taken from the member's paycheck in the "2% Deduction" field.



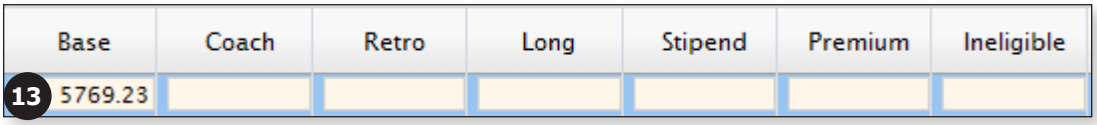
11. The "Installment" field should be left blank.



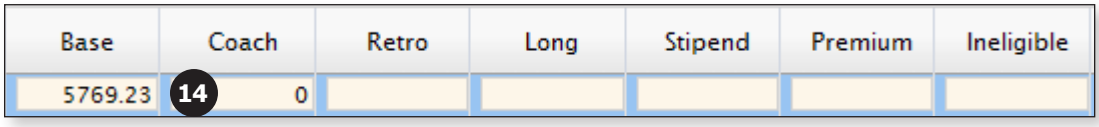
12. If applicable, select the appropriate code from the "Service Correct Code" drop-down list. See Tab 15 for more information regarding Service Correction codes.



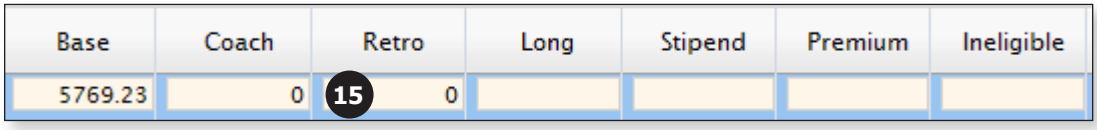
13. Enter the gross eligible base earnings the member was paid in the "Base" earnings field.



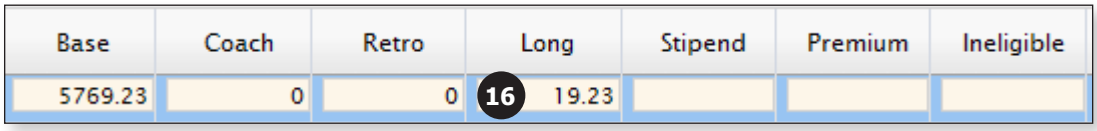
14. If applicable, enter any pay the member received for athletic coaching in the "Coach" earnings field. If the member was not paid for coaching, enter "0."



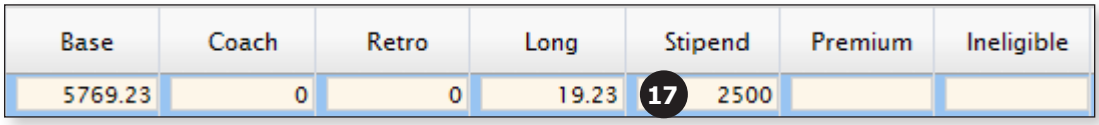
15. If applicable, enter any retro pay the member received in the "Retro" earnings field. If the member did not receive any retro earnings, enter "0."



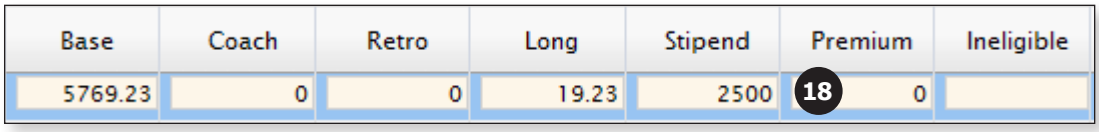
16. If applicable, enter any eligible longevity payment the member received in the "Long" earnings field. If the member did not receive any longevity earnings, enter "0."



17. If applicable, enter any eligible stipend payments the member received in the "Stipend" earnings field. If the member did not receive any longevity earnings, enter "0."

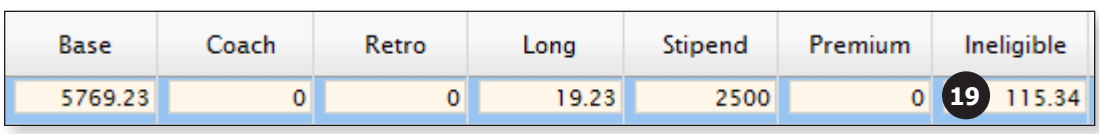


18. Enter "0" in the "Premium" field.

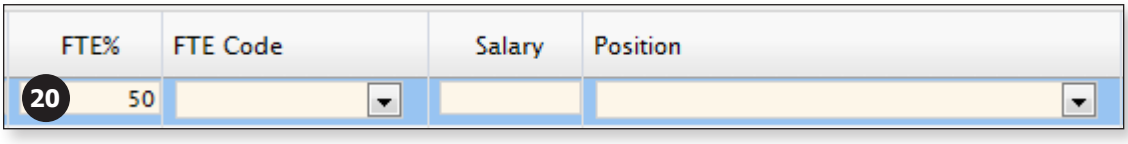


19. If the member was paid ineligible earnings, and

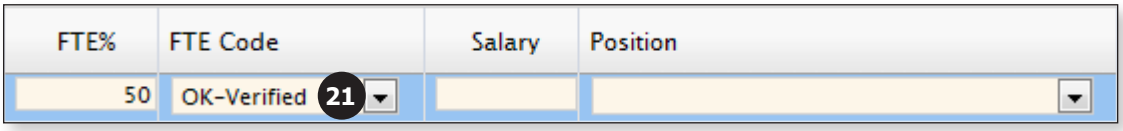
    - deductions were accidentally taken on them, enter the amount of ineligible earnings.
    - no MTRS deductions were taken on them, enter "0" in this field.



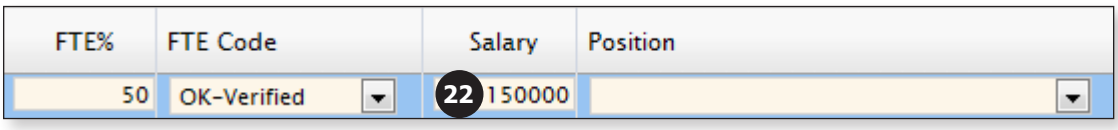
20. Enter the appropriate full-time percentage the member is working in the "FTE%" field. This field should be entered as a whole number (e.g., for a 50% employee, enter "50").



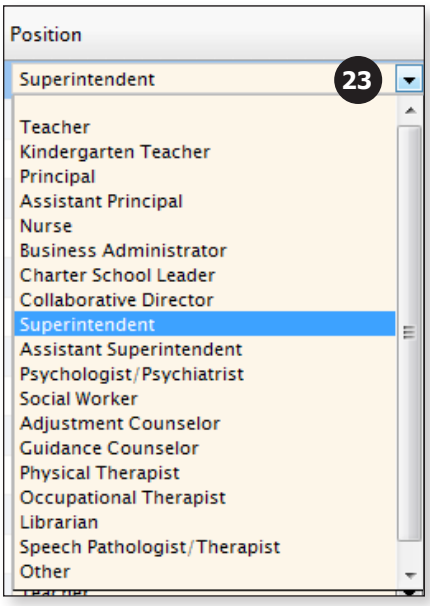
21. The "FTE Code" field can be left blank unless the member's FT% changed from the prior monthly deduction report. If the FT% changed, choose "OK-Verified" from the "FTE Code" drop-down list.



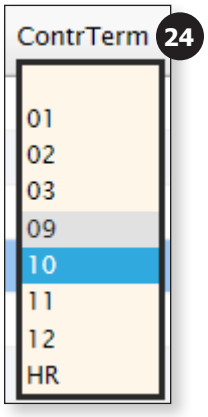
22. The **full-time, non-adjusted annual salary** from the salary schedule or individual contract should be entered in the "Salary" field.



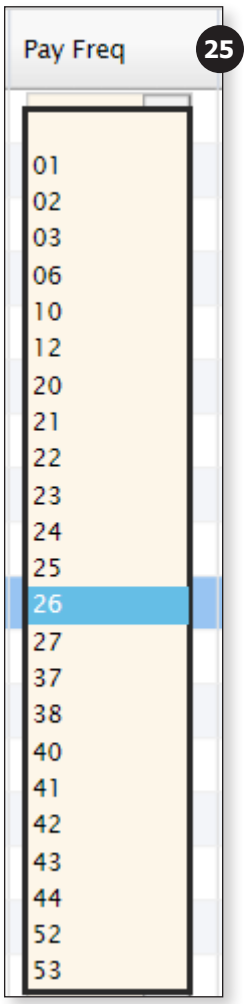
23. Choose the appropriate job title for the member from the "Position" drop-down list.



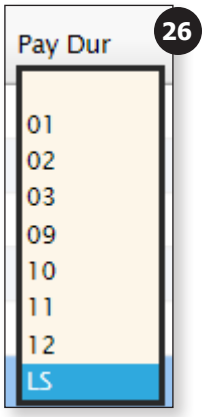
24. Choose the correct contract term from the "ContrTerm" drop-down list.



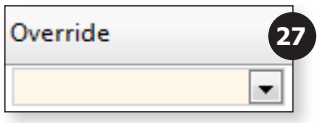
25. Choose the correct pay frequency from the "Pay Freq" drop-down list.



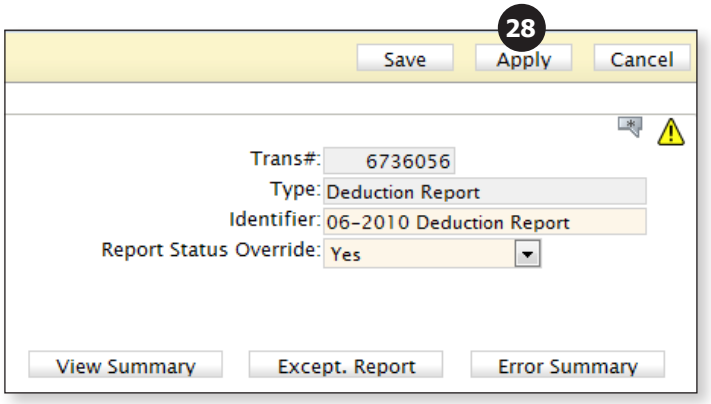
26. Choose the correct pay duration from the "Pay Dur" drop-down list.



27. The "Override" field should remain blank.

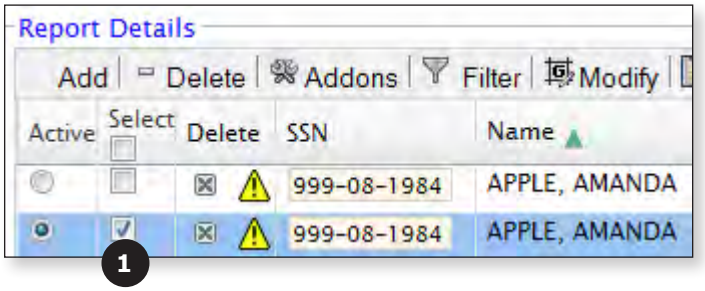


28. Click the **Apply** button in the top right corner of the report.

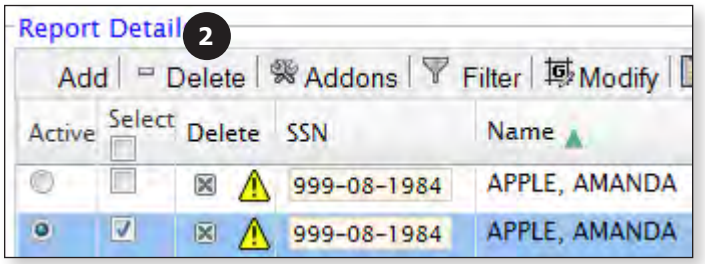


Delete a Record

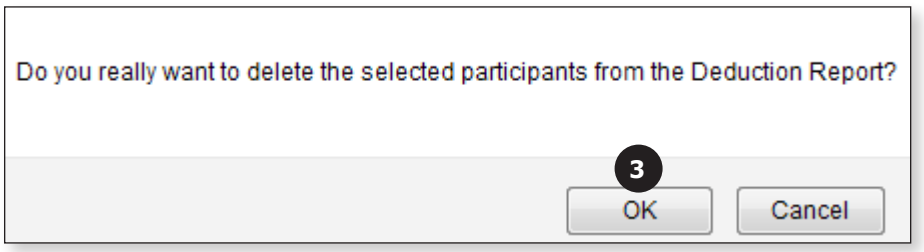
1. Select the record that needs to be deleted by checking the "Select" check box.



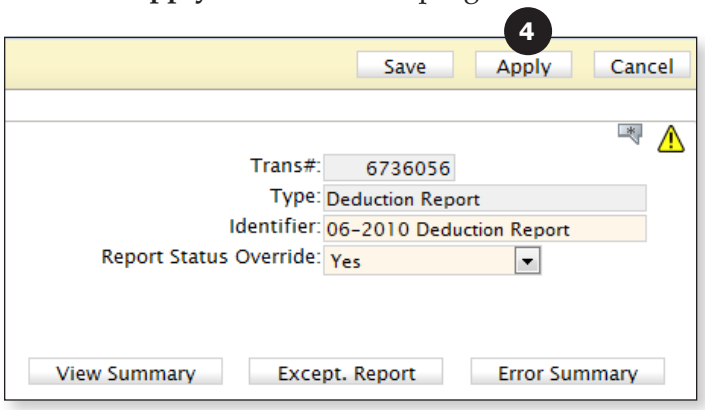
2. Click the **Delete** button.



3. When the following message is displayed, click the **OK** button.



4. Click the **Apply** button in the top right corner of the report.

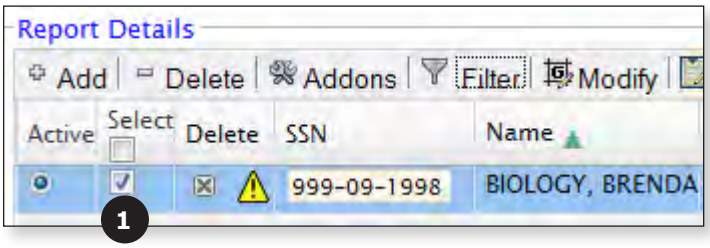


Records containing earnings and MTRS deductions should not be deleted even if the deductions were taken in error.

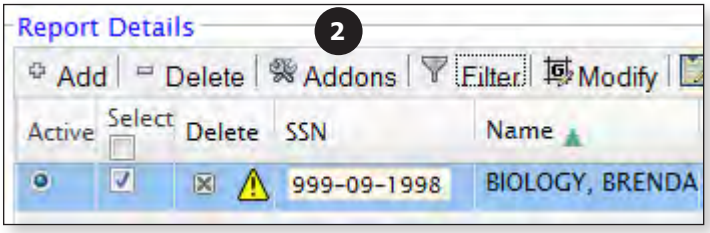
Copy a Record

The Copy button is most often used when you need to create an adjustment record, but it can also be used when you have to manually add more than one record for a member. You can create the first record from scratch and then use the Copy button to create the second and third records as needed (you will need to change the "Pay Date" on the additional records).

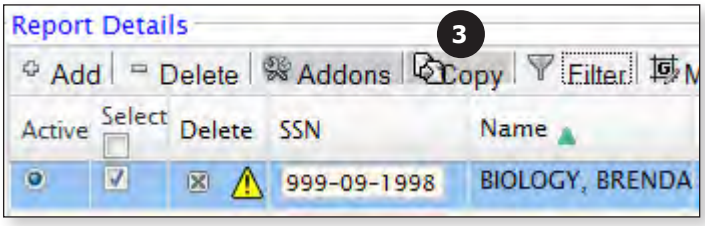
1. Select the record you want to copy by checking the "Select" check box.



2. Click the **Addons** button.

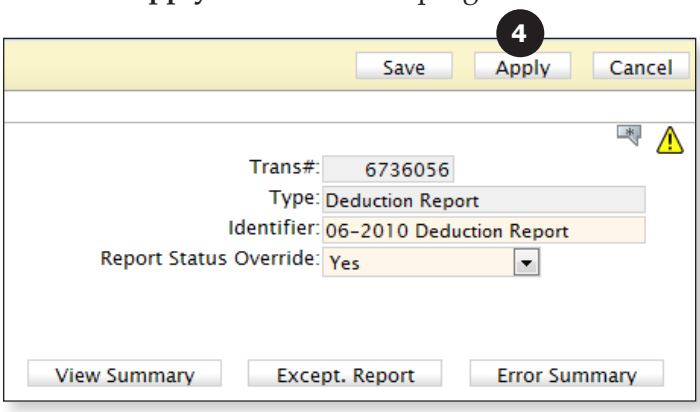


3. Click the **Copy** button.



*This will create an **exact** copy of the record you selected. You will then need to update some of the fields on the new record (e.g., Pay Date and, possibly, the earnings and deductions).*

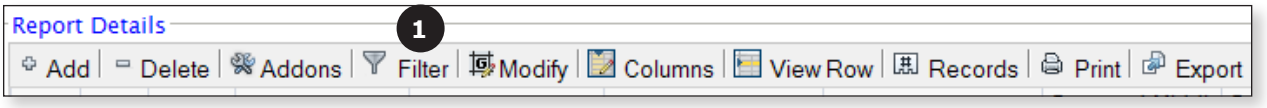
4. Click the **Apply** button in the top right corner of the report.



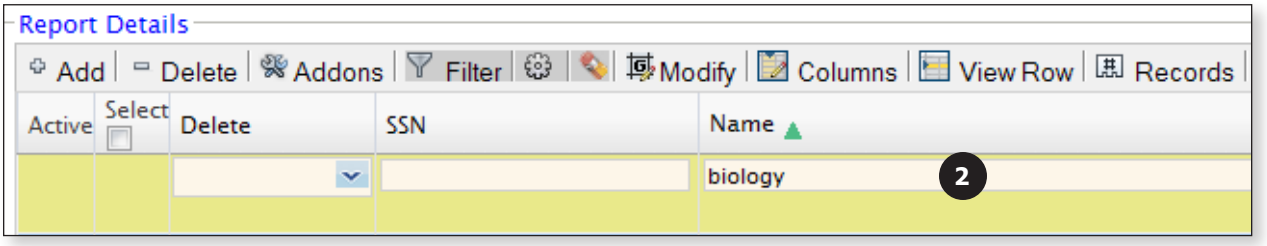
Using the Filter

The Filter button allows you to search the deduction report based on an individual field or combination of fields.

1. Click the **Filter** button.

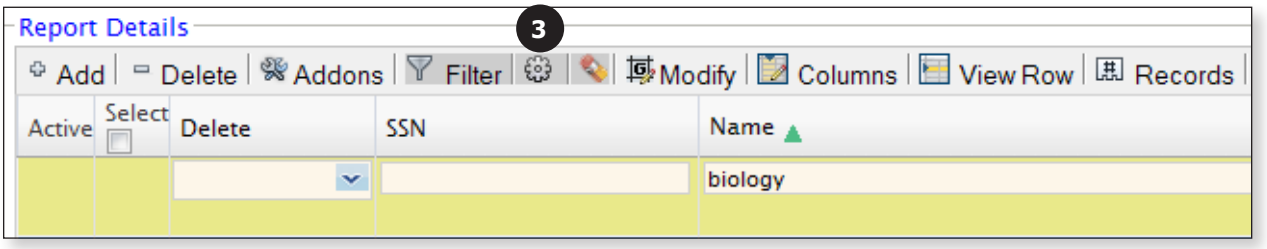


2. Enter your search criteria in the yellow search row. In this example, we're searching the report for a member whose name contains "biology."

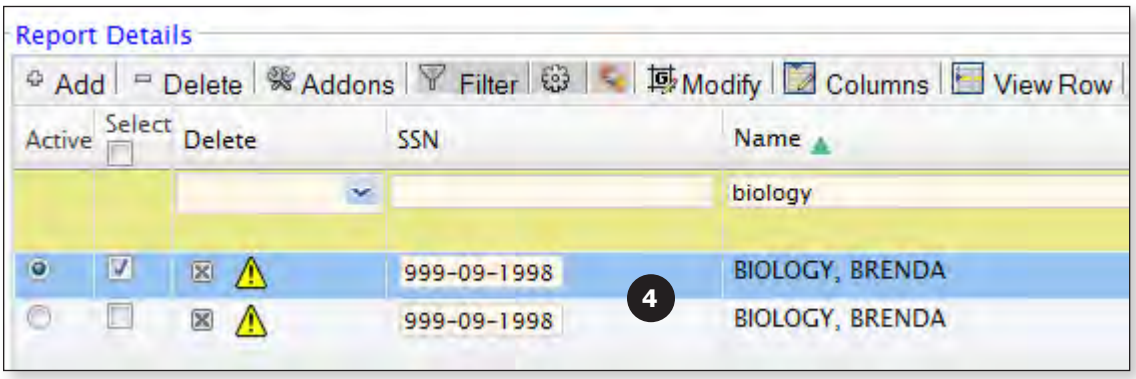


The search fields are not case sensitive.

3. Click the **Wheel** icon next to the Filter button.

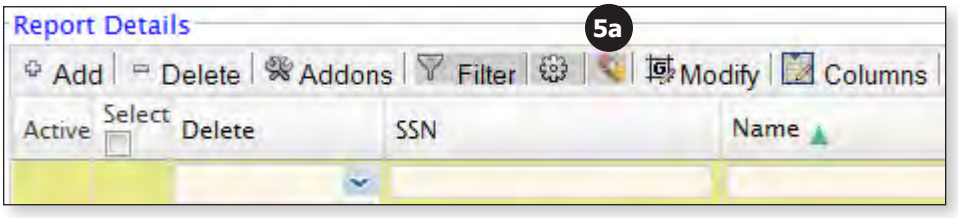


4. This will return **all** of the records that contain the text you entered in the filter row.

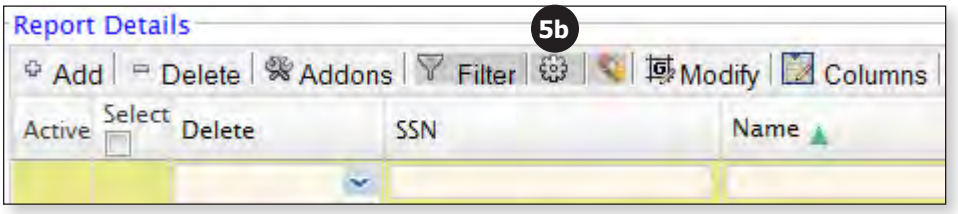


5. **To clear the filter** and return to the entire list of employees or to **filter by new criteria**:

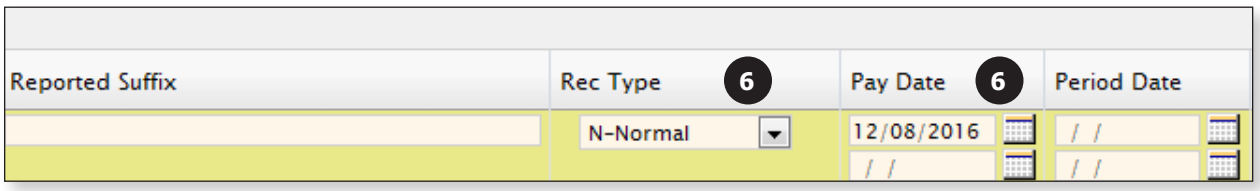
   a. Click the **Eraser** icon.



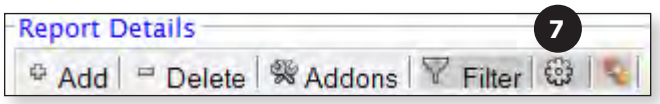
   b. Click the **Wheel** icon.



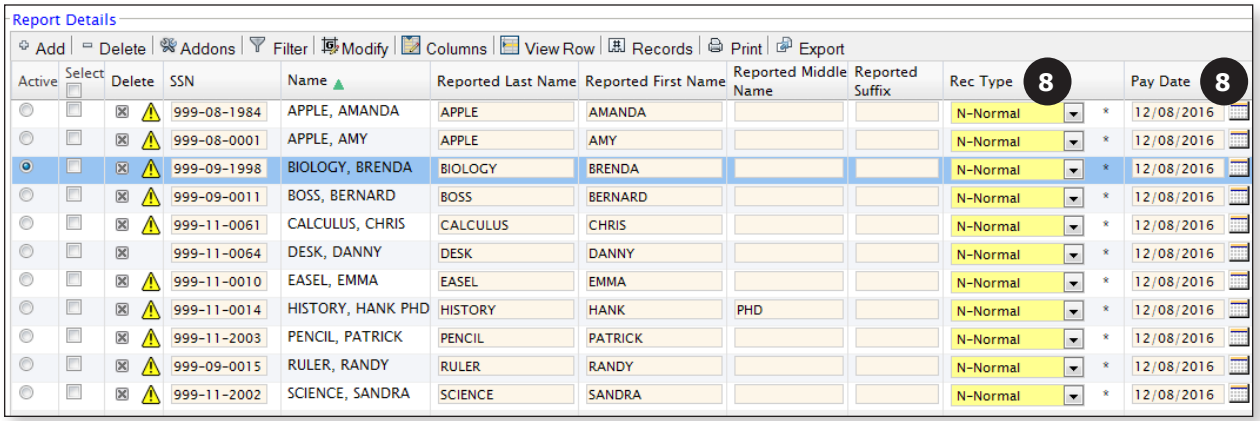
6. **To search based on multiple criteria**, enter the criteria you are looking for in the filter line. In this example, we are looking for all records with a "Rec Type" of "Normal" and a "Pay Date" of "12/08/2016."



7. Click the **Wheel** icon.



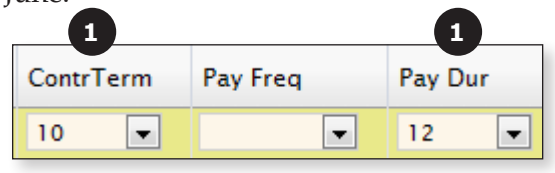
8. This will return **all** records that contain the data you entered in the filter row.



Modifying a Group of Records

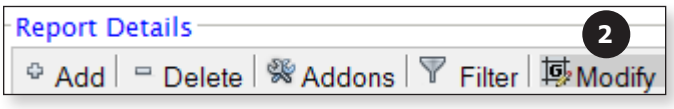
The modify function allows you to update data in the deduction report for multiple members all at once. In order to use this function, you must be able to identify the members by filtering for the data they have in common.

1. Filter by the criteria that the members have in common. In this case, we're looking for members who have a contract term of 10 and a pay duration of 12. These members should really have a pay duration of LS since your school only offers a lump sum in June.

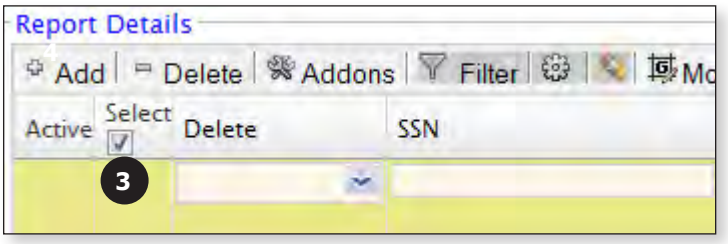


   This will bring up **all** members in the deduction report who have a "ContrTerm" of 10 and a "Pay Dur" of 12.

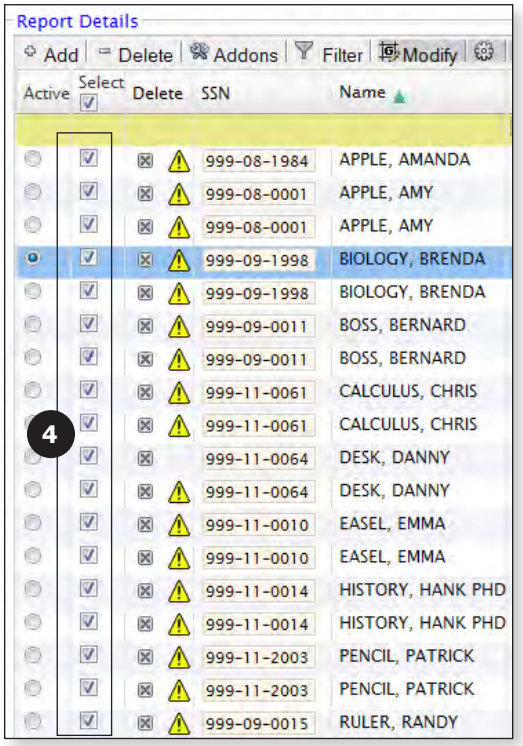
2. Click the **Modify** button.



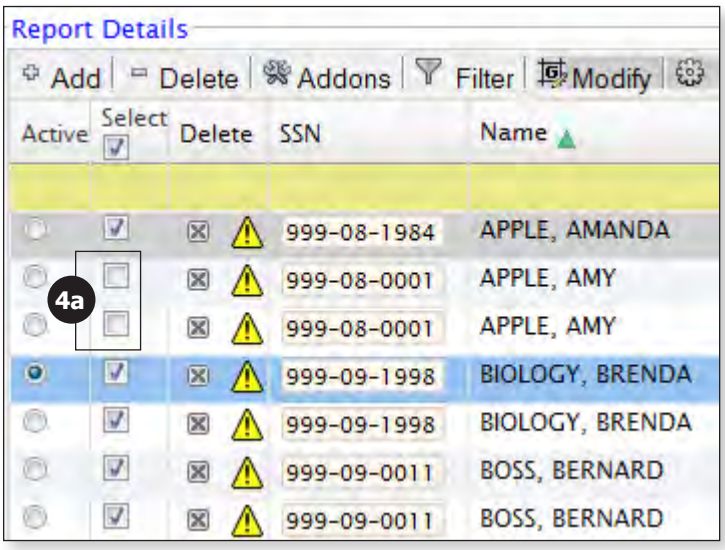
3. Check the select box below the column label of "Select".



4. This will select every member on **the current** page only. If you have multiple pages, you will need to modify and apply the changes one page at a time.

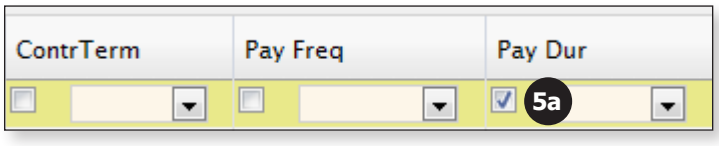


a. If there is someone on the list who should not be modified, simply uncheck the "Select" check box next to their record(s). In this example, Amy Apple should not be modified, so her two records have been unselected.

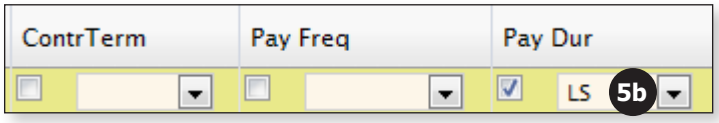


5. In the yellow Modify row, go to the field that needs to be updated. In this example, we are updating the "Pay Dur" field.

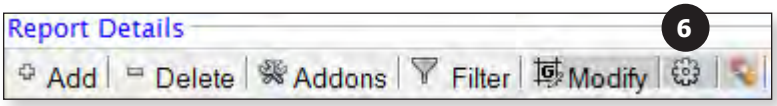
   a. Check the box to the **left** of the field you are modifying.



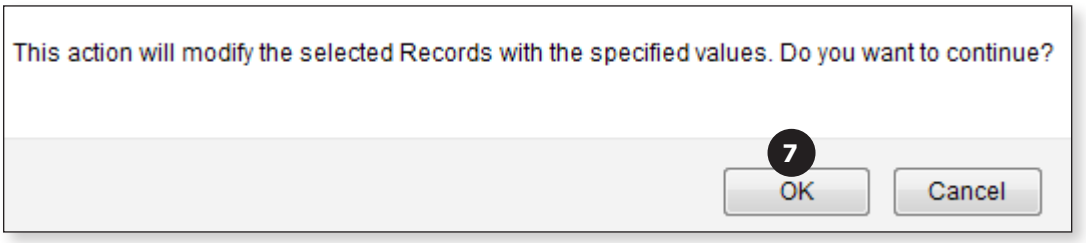
   b. Enter the value that you would like to change the field to. In this example, we are changing the "Pay Dur" field to "LS" for lump sum.



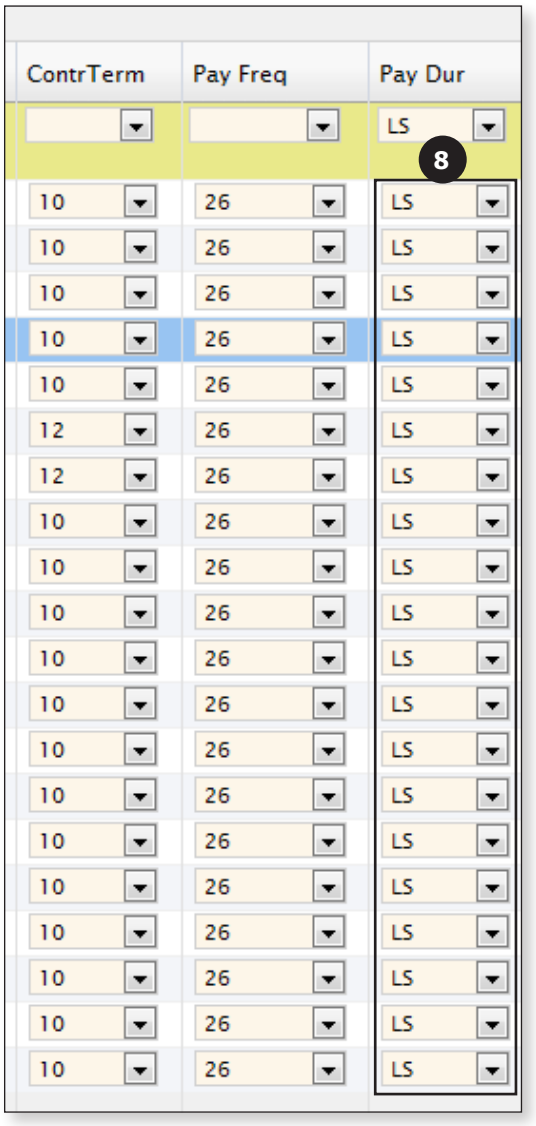
6. Click the **Wheel** icon.



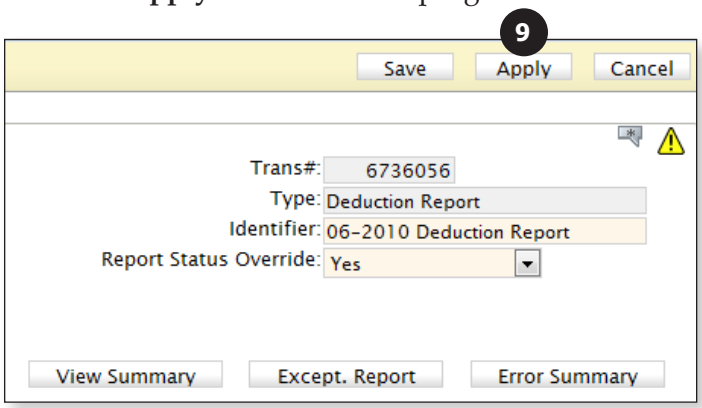
7. Click **OK** when the following message is displayed: "This action will modify the selected Records with the specified values. Do you want to continue?"



8. When the modification completes, confirm that the data has actually been updated to the value you were expecting. In this example, we were updating the "Pay Dur" field to "LS" from "12." You can see below that the change has been completed.



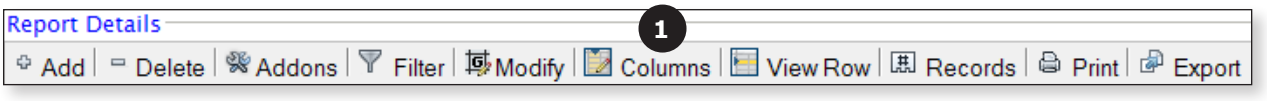
9. Click the **Apply** button in the top right corner of the report.



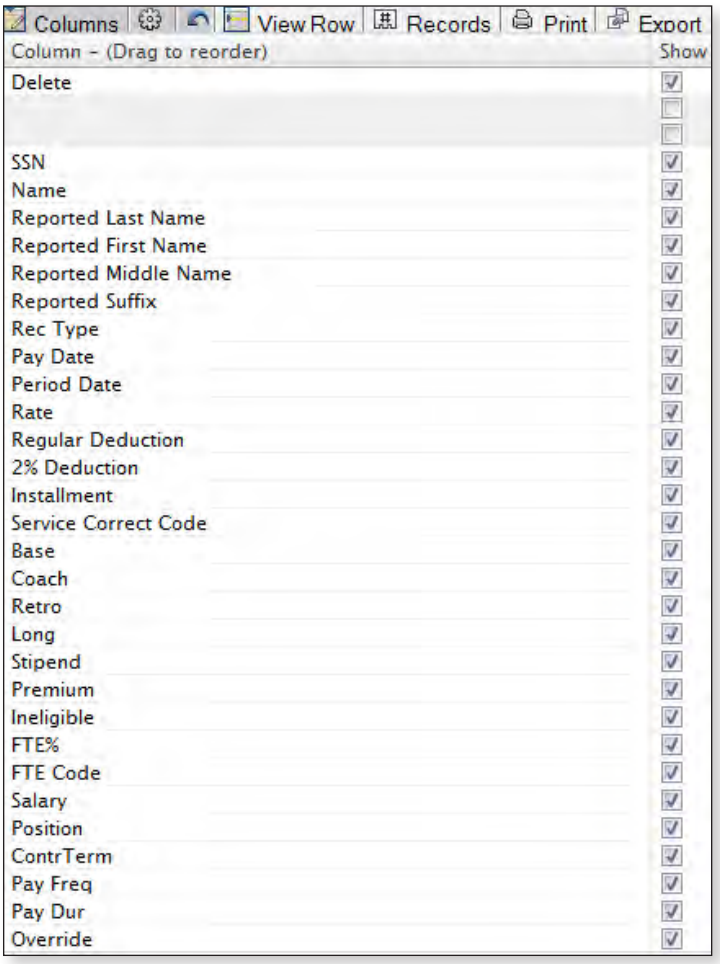
Rearranging / Hiding Columns

The columns in the deduction report are set to a default order but can be moved around as needed. This is most helpful if you need to update data for a large group of people.

1. Click the **Columns** button.

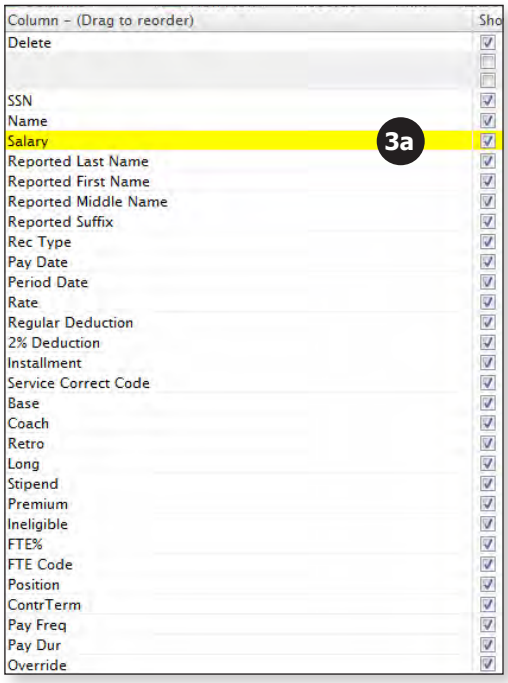


2. This will open the list of columns displayed in the deduction report in the default order.

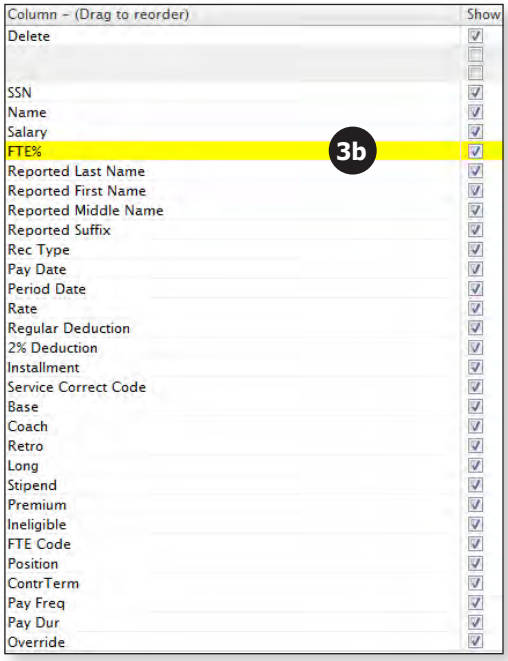


3. Click on the first column name you would like to move. In this example, we are going to move the "Salary," "FTE%" and "Position" fields up in the list so they will appear after the "Name" field. Each column will need to be moved separately.

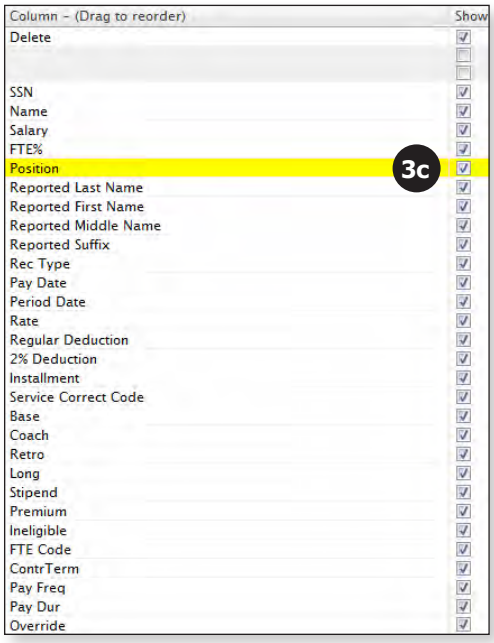
   a. Click and drag the "Salary" field to be below the "Name" field.



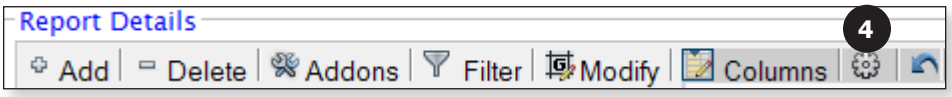
   b. Click and drag the "FTE%" field to be below the "Salary" field.



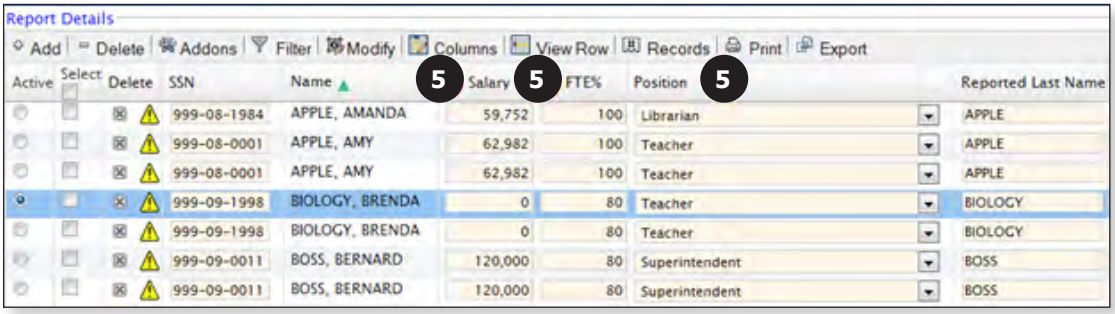
c. Click and drag the "Position" field to be below the "FTE%" field.



4. Click the **Wheel** icon once you have moved the necessary fields.

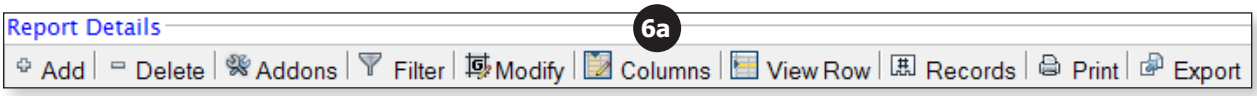


5. You will now see the "Salary," "FTE%" and "Position" fields are right next to the "Name" field.

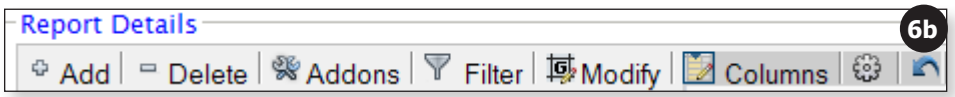


6. To return the columns back to the default order:

a. Click the **Columns** button.



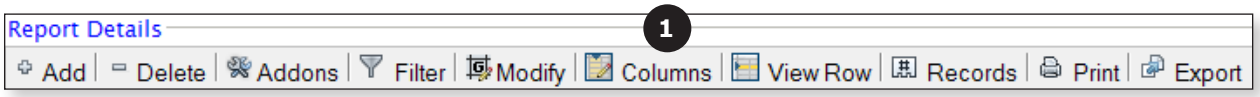
b. Click the **Blue Arrow** icon.



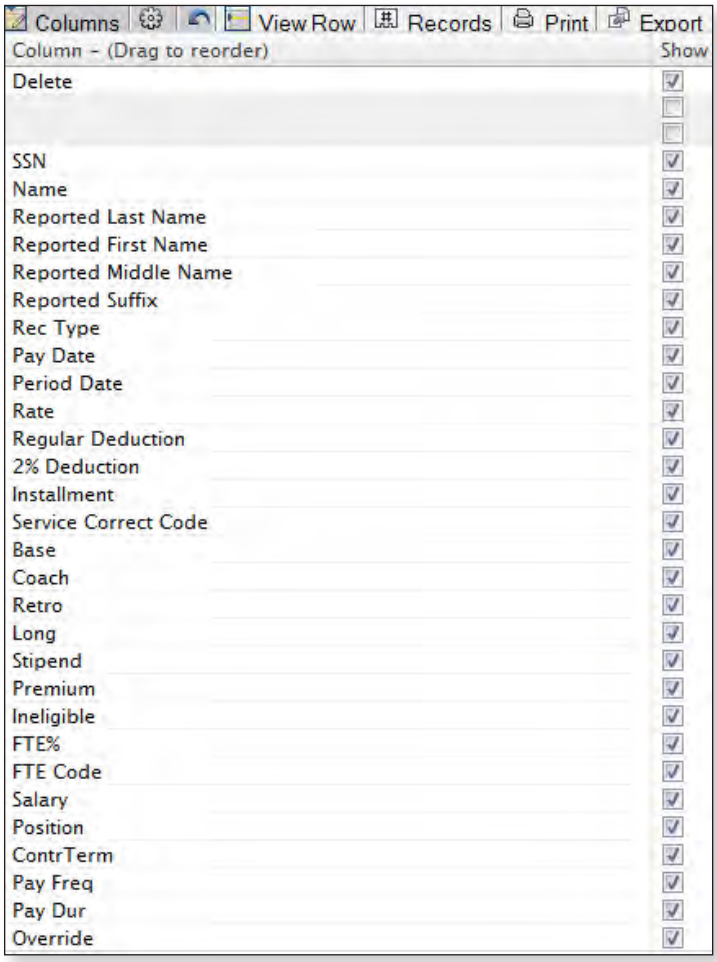
Hide Columns

Just as you can rearrange the columns, you can hide columns that you would prefer not to see while working in the deduction report.

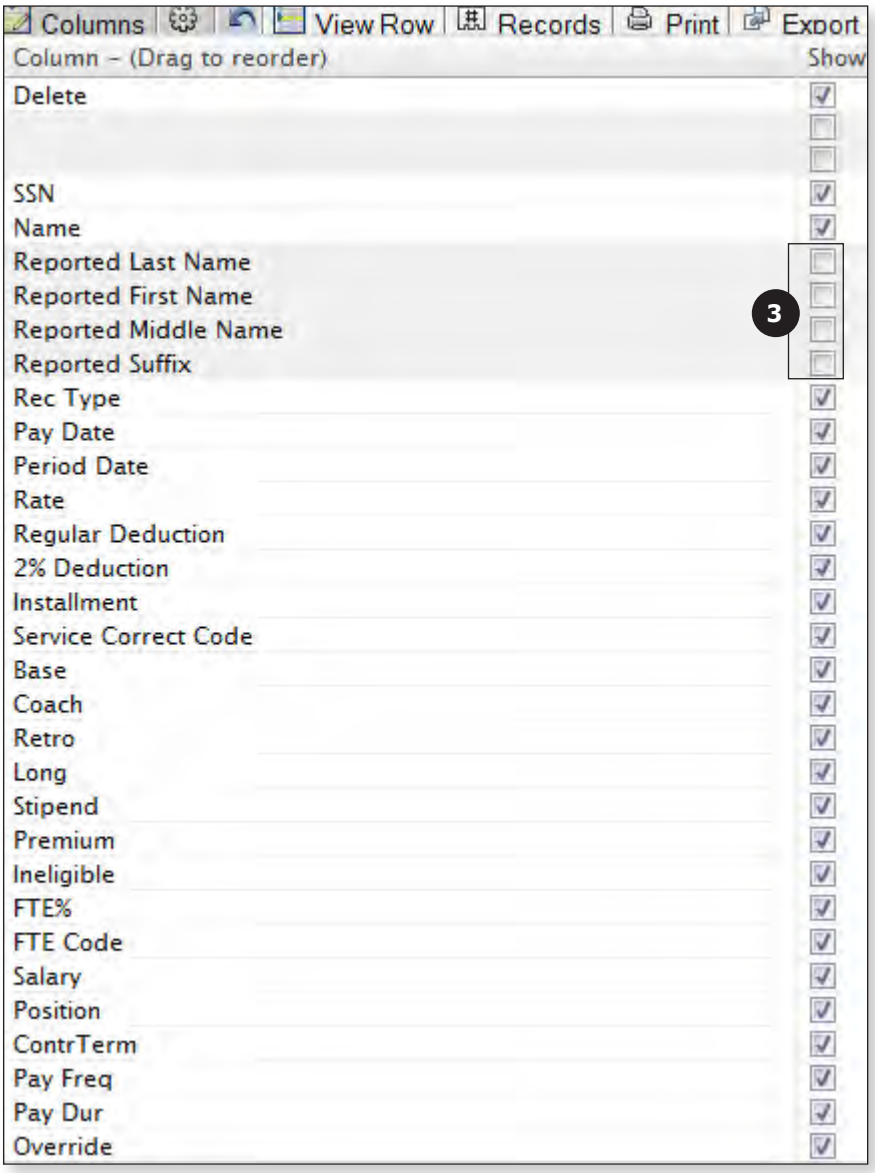
1. Click the **Columns** button.



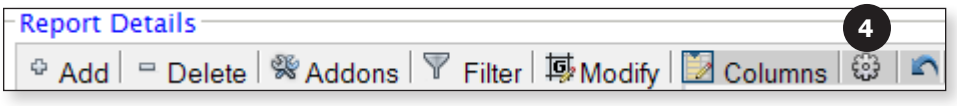
2. This will open the list of columns displayed in the deduction report in the default order.



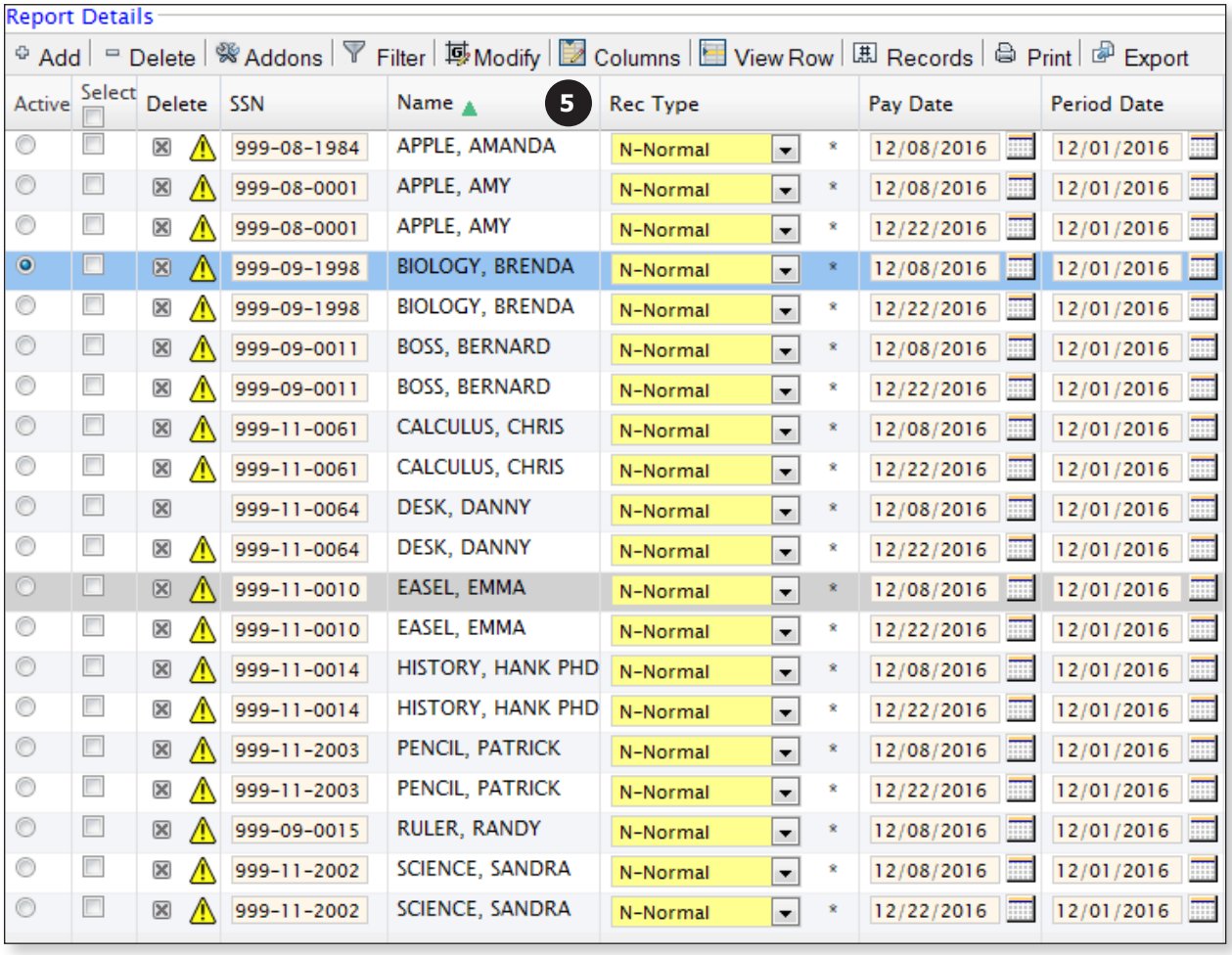
3. Uncheck the check box next to each of the columns you would like to hide. In this example, we are hiding the "Reported Last Name," "Reported First Name," "Reported Middle Name" and the "Reported Suffix" fields.



4. Click the **Wheel** icon.



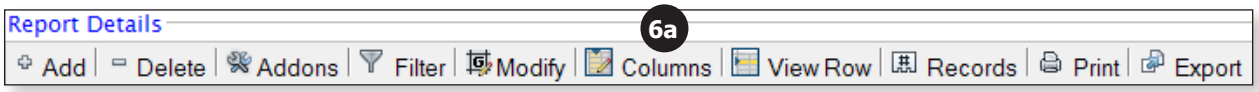
5. You will now see that those fields are no longer visible on the deduction report. The "Rec Type" column now is right next to the "Name" column.



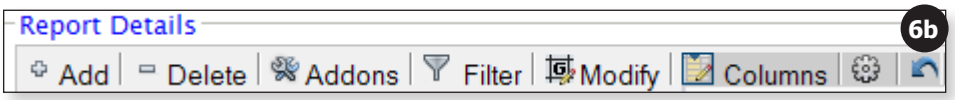
Active	Select	Delete	SSN	Name	Rec Type	Pay Date	Period Date
			999-08-1984	APPLE, AMANDA	N-Normal	12/08/2016	12/01/2016
			999-08-0001	APPLE, AMY	N-Normal	12/08/2016	12/01/2016
			999-08-0001	APPLE, AMY	N-Normal	12/22/2016	12/01/2016
			999-09-1998	BIOLOGY, BRENDA	N-Normal	12/08/2016	12/01/2016
			999-09-1998	BIOLOGY, BRENDA	N-Normal	12/22/2016	12/01/2016
			999-09-0011	BOSS, BERNARD	N-Normal	12/08/2016	12/01/2016
			999-09-0011	BOSS, BERNARD	N-Normal	12/22/2016	12/01/2016
			999-11-0061	CALCULUS, CHRIS	N-Normal	12/08/2016	12/01/2016
			999-11-0061	CALCULUS, CHRIS	N-Normal	12/22/2016	12/01/2016
			999-11-0064	DESK, DANNY	N-Normal	12/08/2016	12/01/2016
			999-11-0064	DESK, DANNY	N-Normal	12/22/2016	12/01/2016
			999-11-0010	EASEL, EMMA	N-Normal	12/08/2016	12/01/2016
			999-11-0010	EASEL, EMMA	N-Normal	12/22/2016	12/01/2016
			999-11-0014	HISTORY, HANK PHD	N-Normal	12/08/2016	12/01/2016
			999-11-0014	HISTORY, HANK PHD	N-Normal	12/22/2016	12/01/2016
			999-11-2003	PENCIL, PATRICK	N-Normal	12/08/2016	12/01/2016
			999-11-2003	PENCIL, PATRICK	N-Normal	12/22/2016	12/01/2016
			999-09-0015	RULER, RANDY	N-Normal	12/08/2016	12/01/2016
			999-11-2002	SCIENCE, SANDRA	N-Normal	12/08/2016	12/01/2016
			999-11-2002	SCIENCE, SANDRA	N-Normal	12/22/2016	12/01/2016

6. To return the columns back to the default order:

   a. Click the **Columns** button.



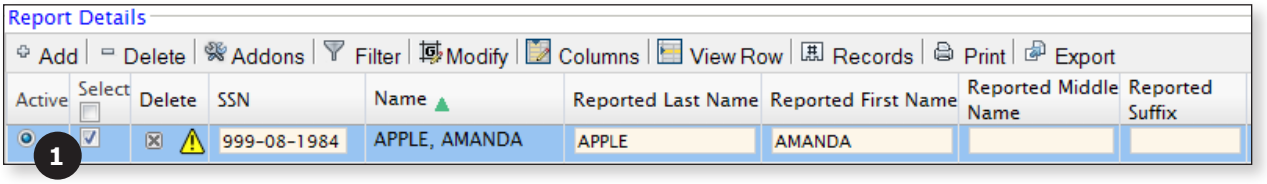
   b. Click the **Blue Arrow** icon.



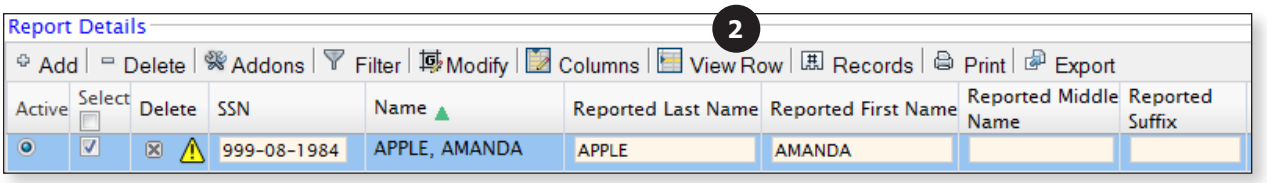
Viewing a Single Record

Since the deduction report contains so much data, you need to scroll horizontally to the right or left to see all of the fields. However, you can also view each record's data vertically in one window by using the View Row function.

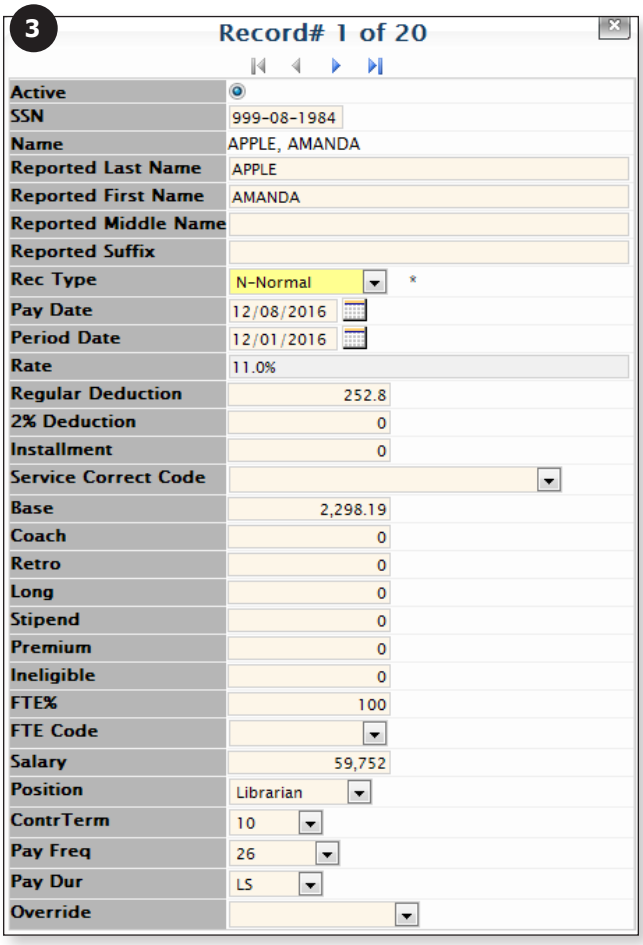
1. Select the record you would like to view.



2. Click the **View Row** button.

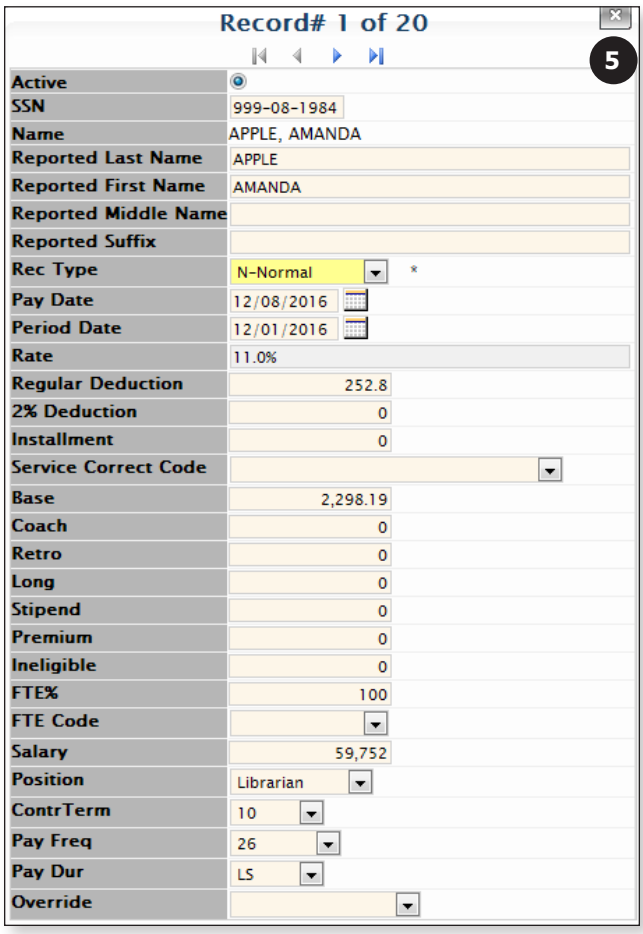


3. A new window opens displaying all of the record's data vertically, in columns.



4. You can navigate between records by using the arrows at the top of the window.

5. To close the View Row mode, click the **X** in the top right corner of the window.

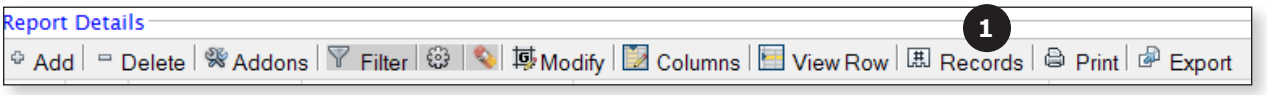


*The View Row window must be closed before you can click the **Apply** button.*

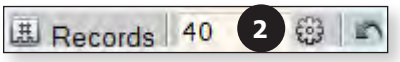
Changing the Number of Records per Page

On the deduction report the default number of records displayed per page is 25, but sometimes changing that number can be beneficial on a temporary basis. Note that the system will become slower when you increase the number of records per page, so we do not recommend increasing the number unless it is on a temporary basis. **The count should never exceed 100.**

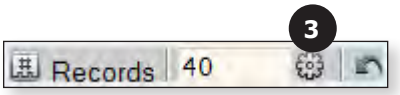
1. Click the **Records** button.



2. In the text box, enter the number of records you would like displayed per page in the deduction report.

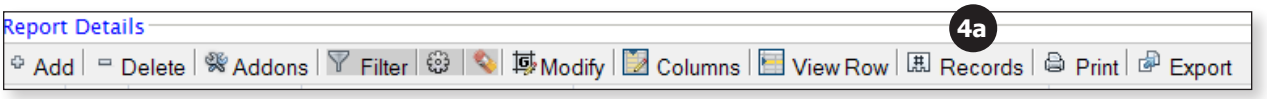


3. Click the **Wheel** icon next to the text box.

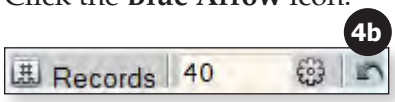


4. To reset the number of records back to the default of 25:

   a. Click the **Records** button.



   b. Click the **Blue Arrow** icon.

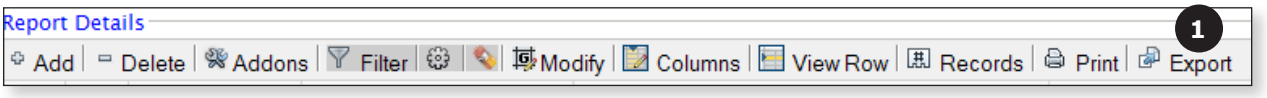


Exporting the Deduction Report

The deduction report can be exported to an Excel file or PDF.

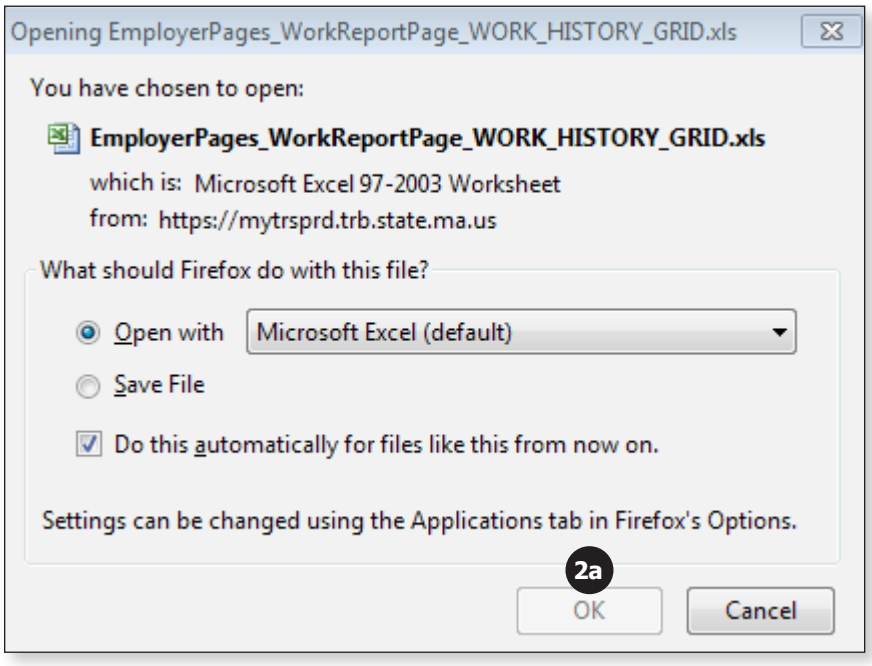
Note: If you are using the filter, ONLY the filtered data will be exported. If you would like to export the **entire** deduction report, be sure to clear the filter before exporting.

1. Click the **Export** button.



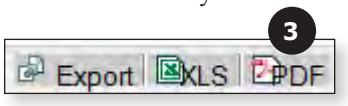
2. Choose **XLS** if you would like to export the deduction report to an Excel file.

   a. When you see this message, click **OK**; the file should then open.

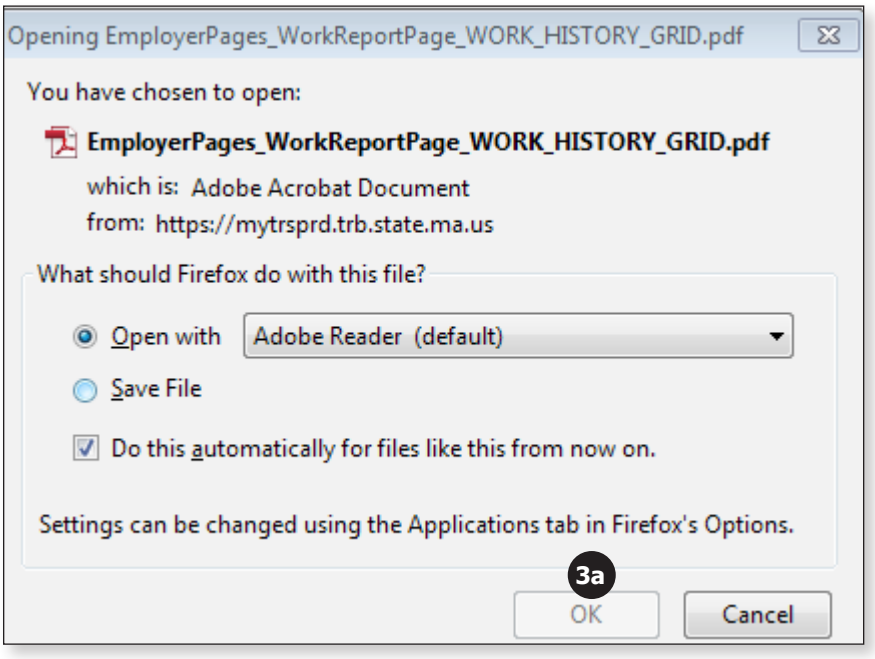


To save the file instead of opening it, choose Save File.

3. Choose **PDF** if you would like to export the deduction report to a PDF file.



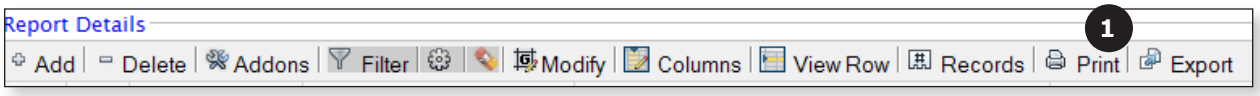
   a. When you see this message, click **OK**; the file should then open.



To save the file instead of opening it, choose Save File.

Print the Deduction Report

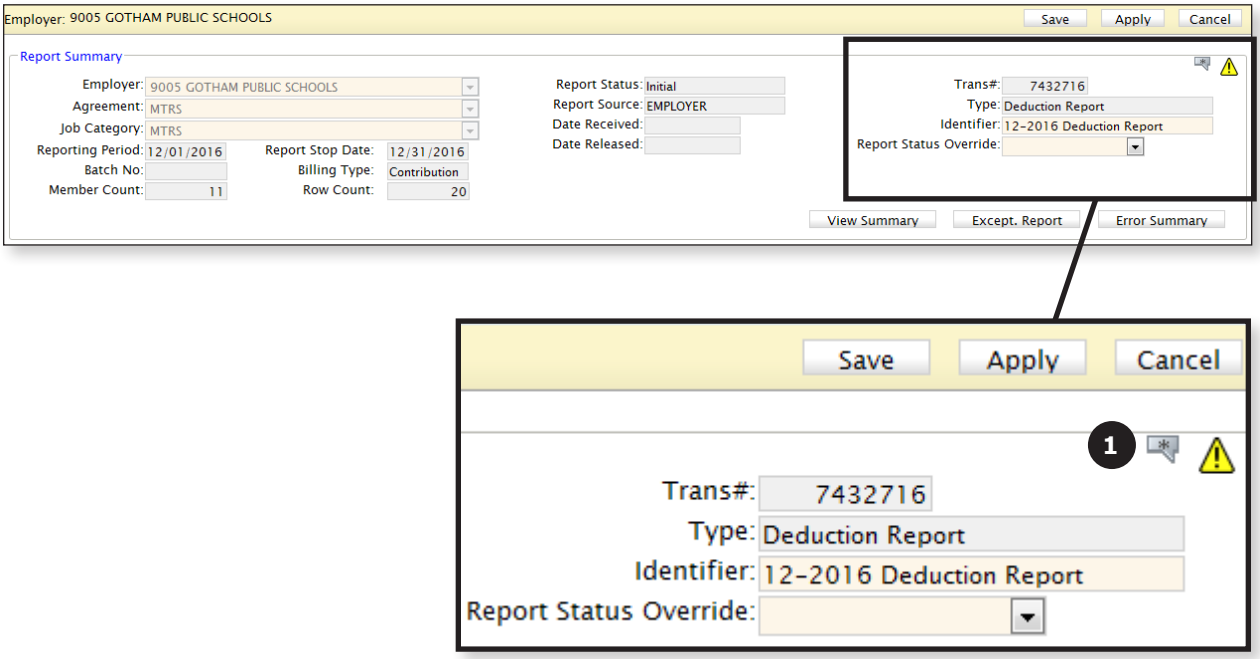
1. Click the **Print** button.



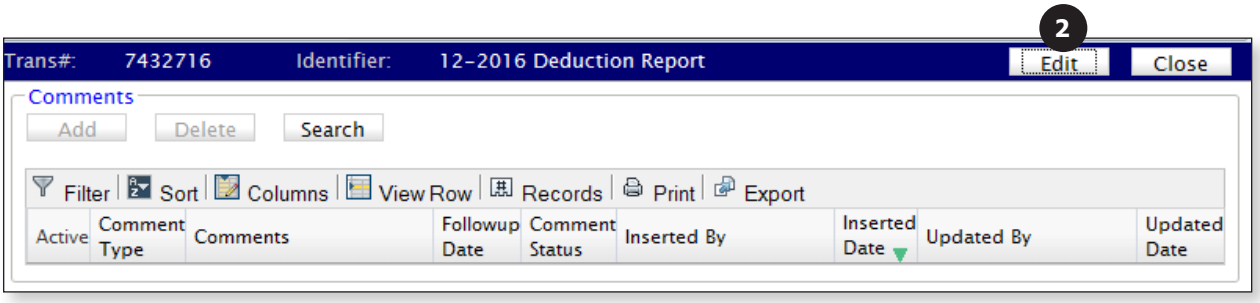
Adding a Comment to the Deduction Report

When you add an adjustment record or enter a service correction code, you must add a comment. Additionally, it is important to add comments to help explain a member's specific situation (e.g., worker's compensation, change in FT%, reason for docked pay).

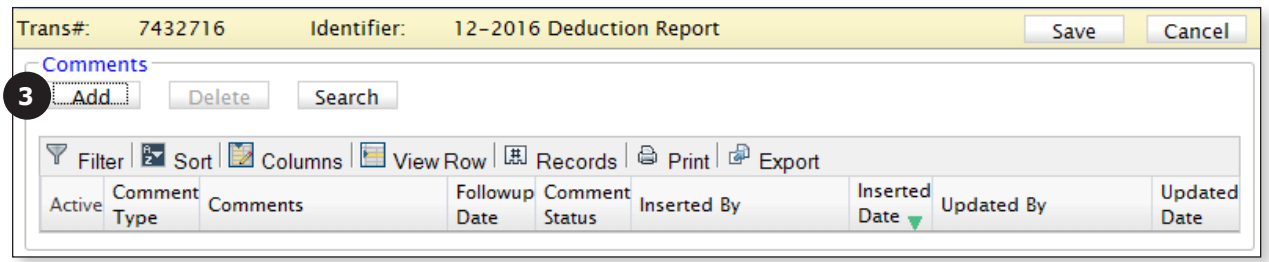
1. Click on the **Comment** icon ( ) in the top right corner of the deduction report.



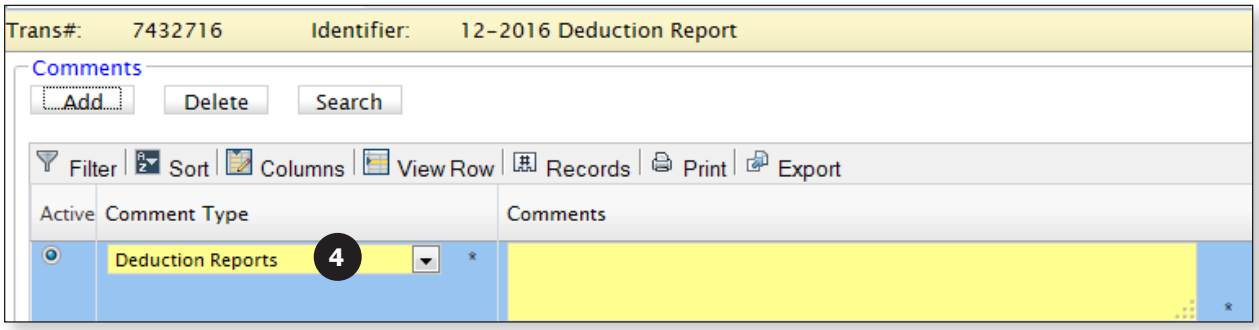
2. Click the **Edit** button.



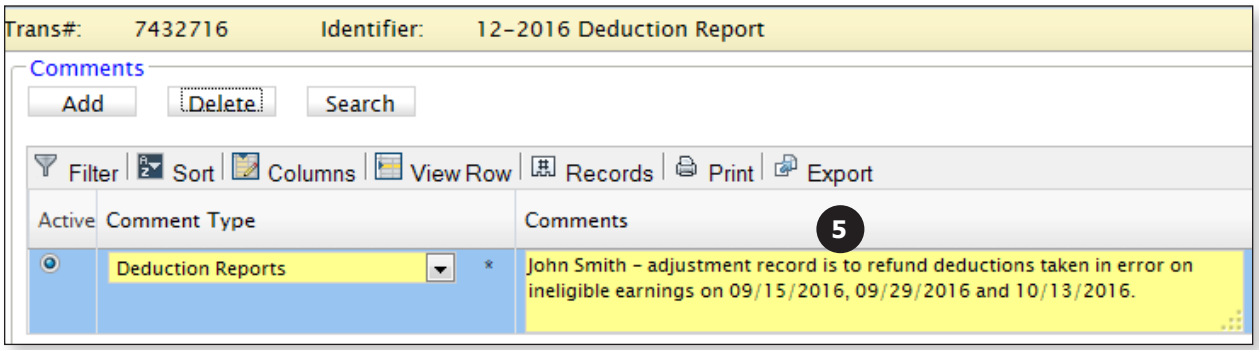
3. Click the **Add** button.



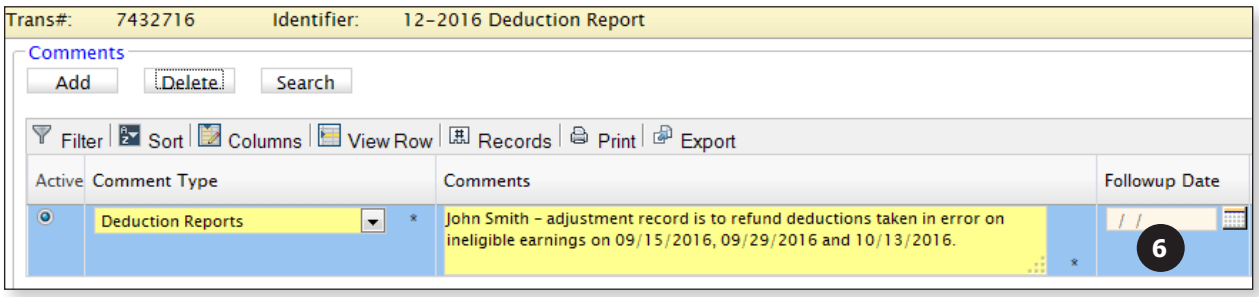
4. **Comment Type:** Leave this field set to Deduction Reports.



5. **Comments:** Start your comment with the member's name, as the comments section is generic for the entire report. Without the member's name, the MTRS will not know to whom the comment applies.

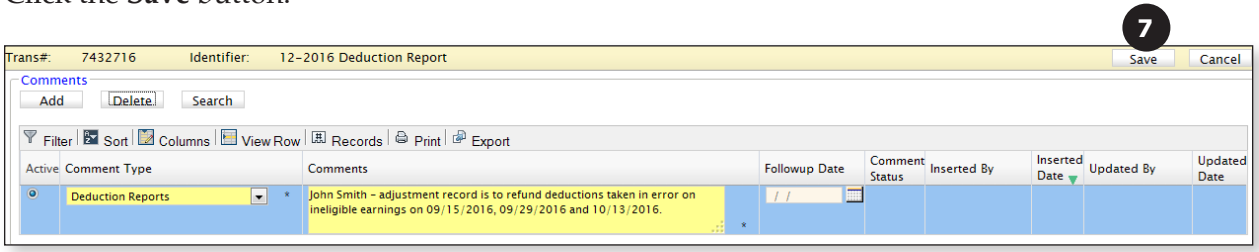


6. **Followup Date:** Leave this field blank.



Add a separate comment for each individual who requires a note.

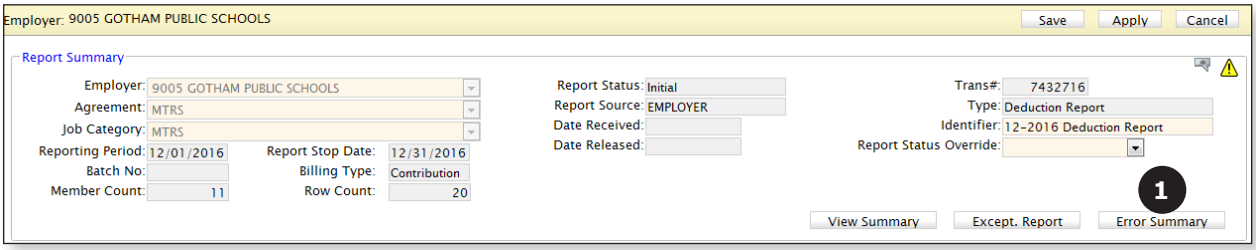
7. Click the **Save** button.



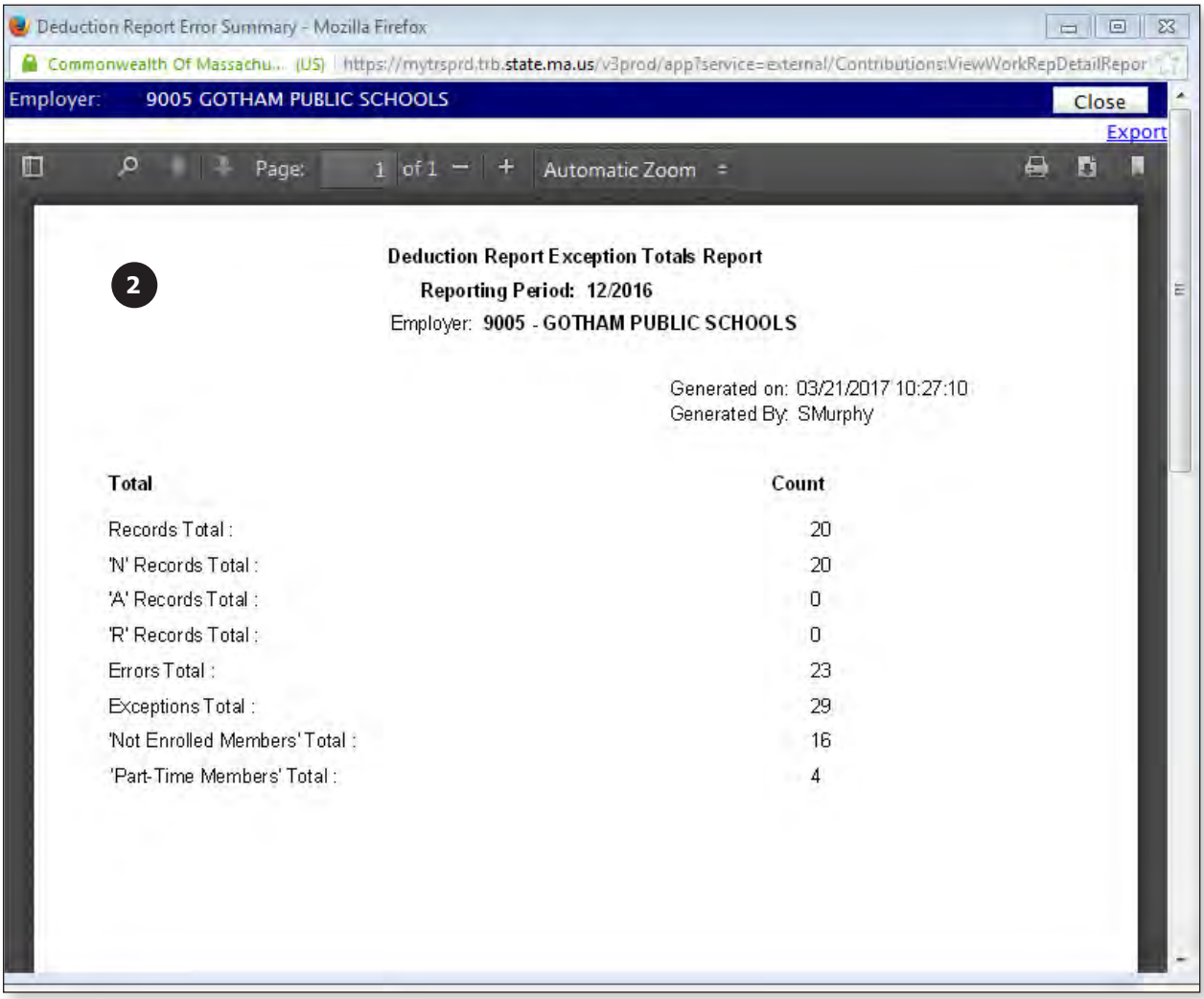
Running the Error Summary Report

After all errors and exceptions have been addressed—and **before** you submit the deduction report to the MTRS—run the Error Summary Report to ensure there are no outstanding errors.

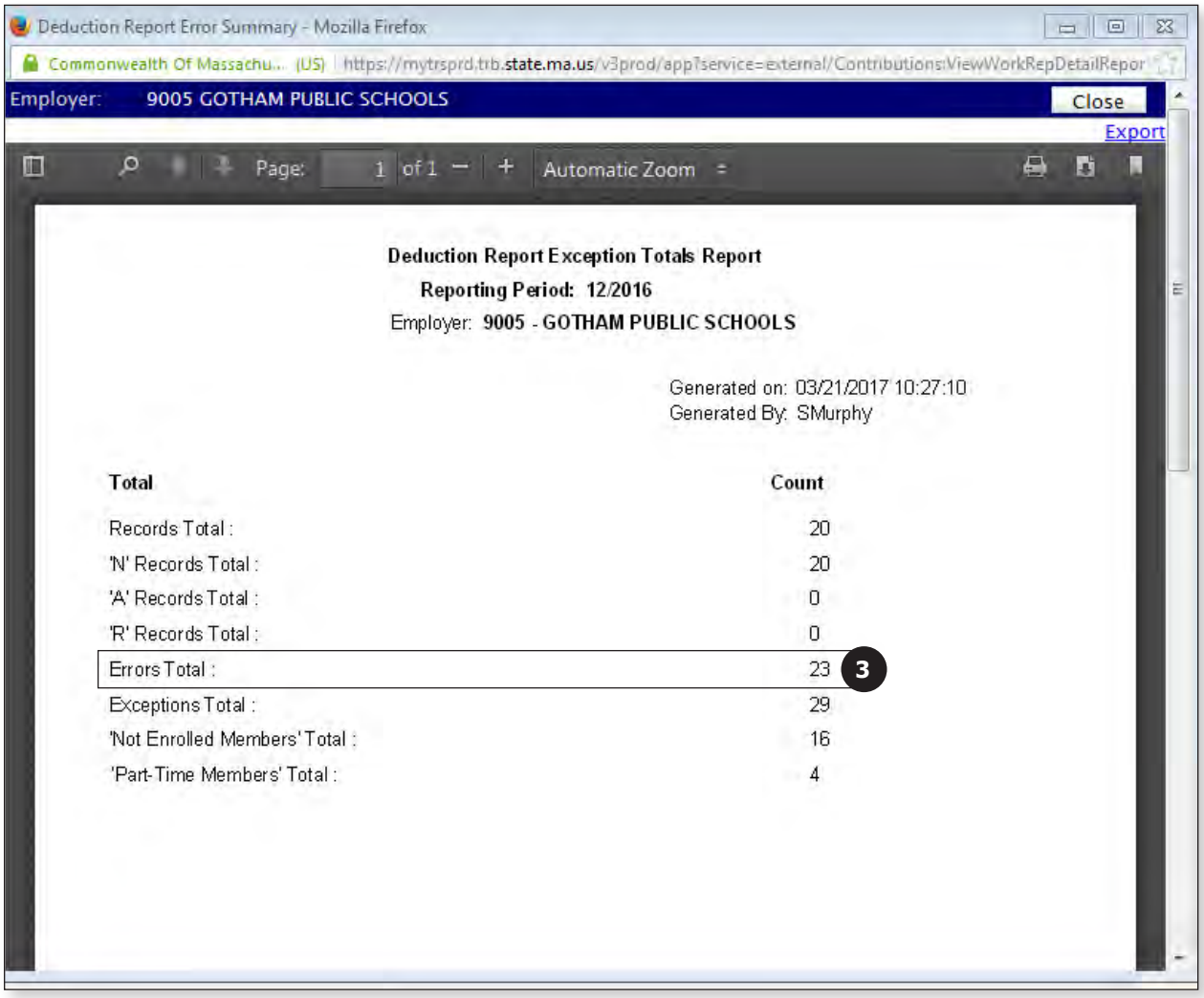
1. Click the **Error Summary** button.



2. The Error Summary Report will open in a separate window in front of the deduction report.



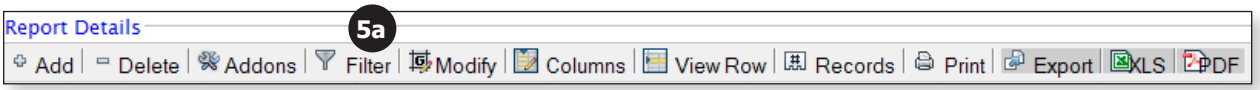
3. Check the number listed next to "Errors Total" and then click the **Close** button.



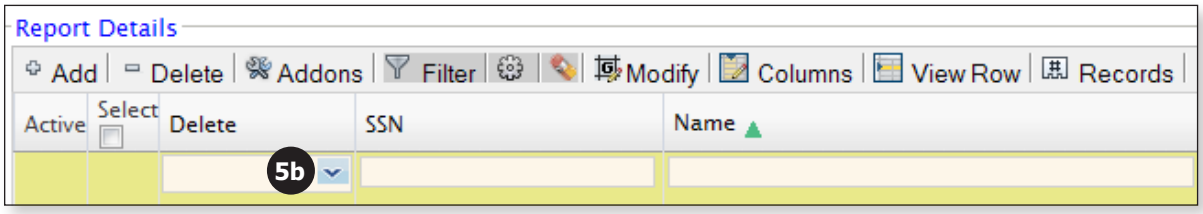
4. If the total is "0," go to Tab 14, "Submitting the Deduction Report to the MTRS."

5. If the report indicates that you still have outstanding errors, do the following to see the remaining errors:

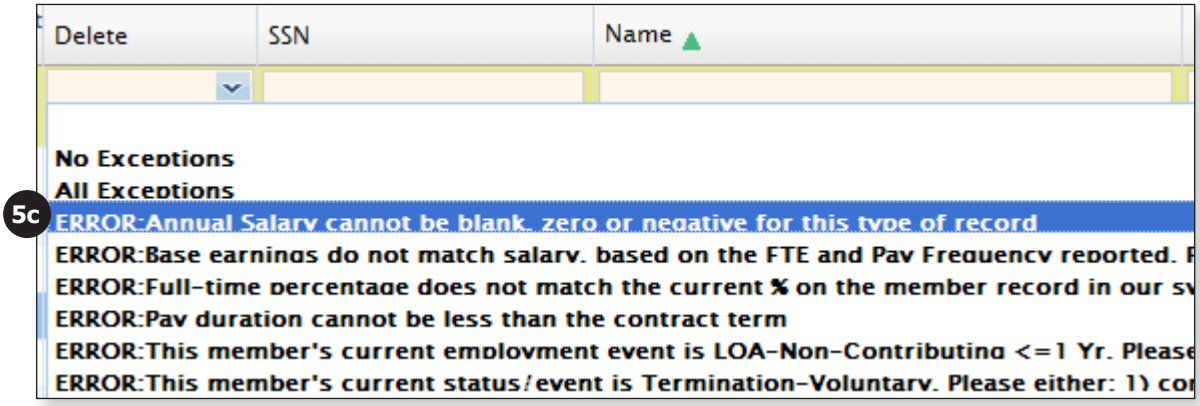
   a. Click the **Filter** button.



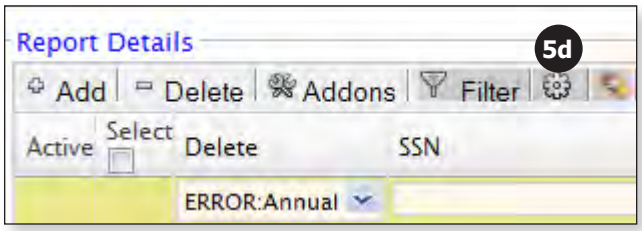
b. Click on the drop-down list under the column labeled "Delete."



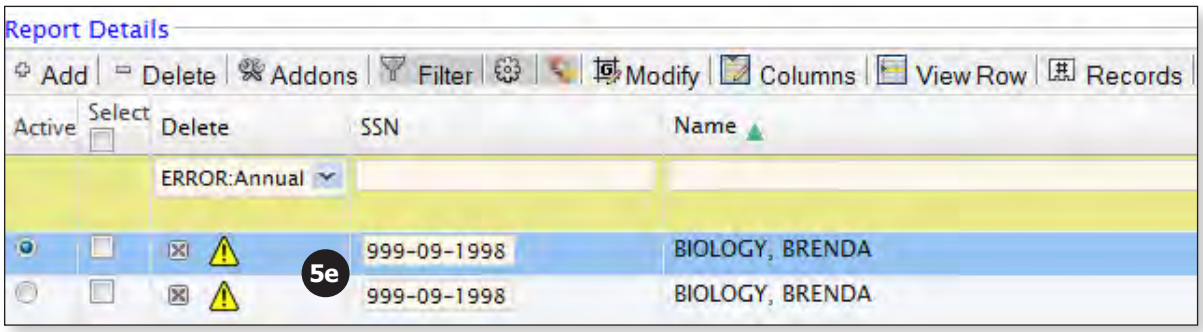
c. Choose the first message that starts with "ERROR."



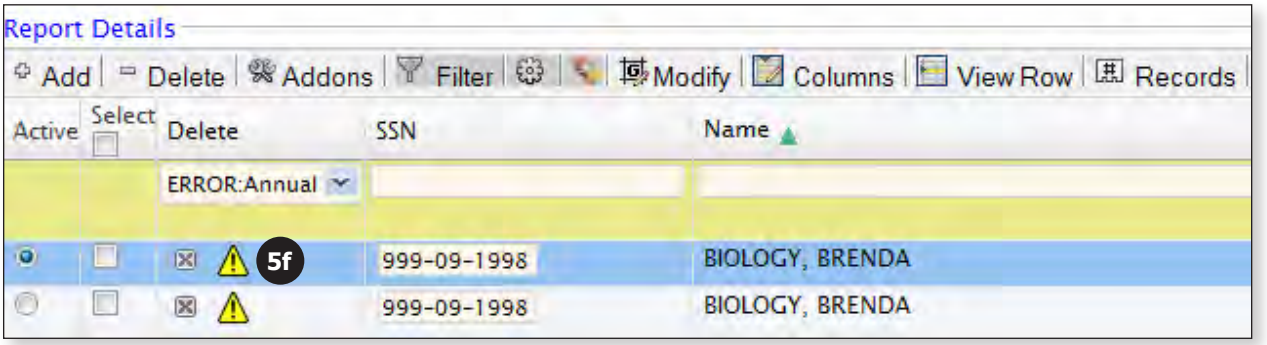
d. Click the **Wheel** icon next to the Filter button.



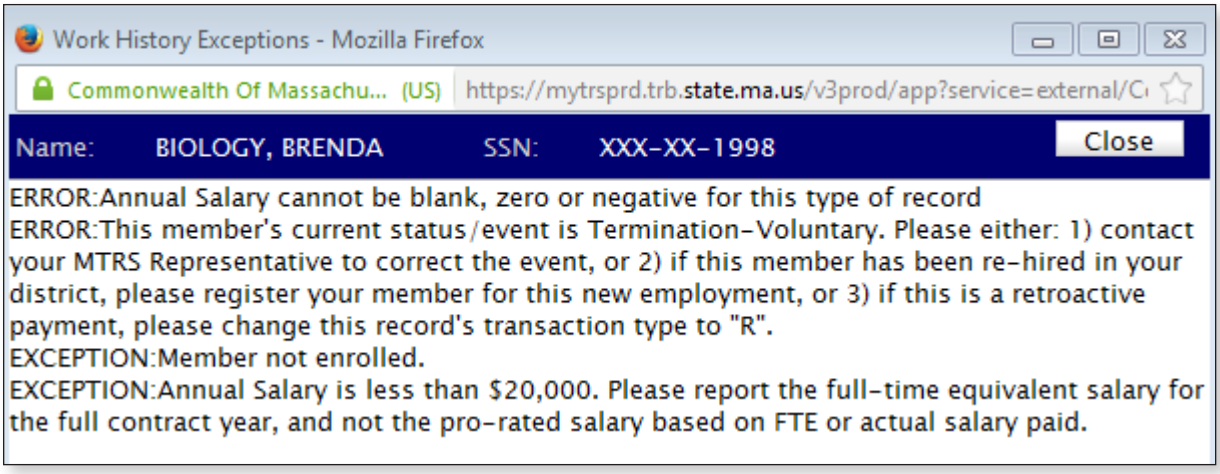
e. The member(s) with this error message will be displayed.



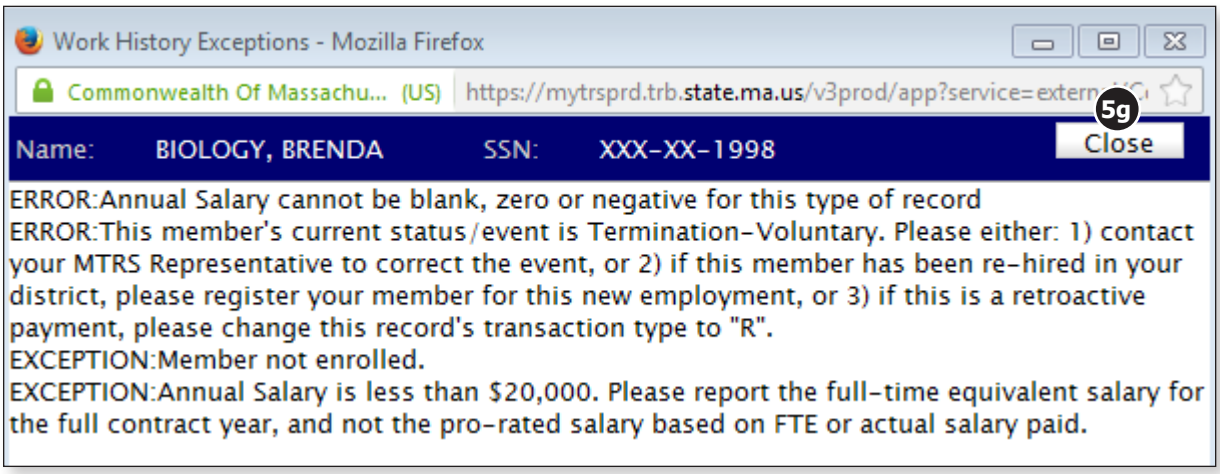
f. To read the full error message, click on the **Caution** icon (⚠) for that record.



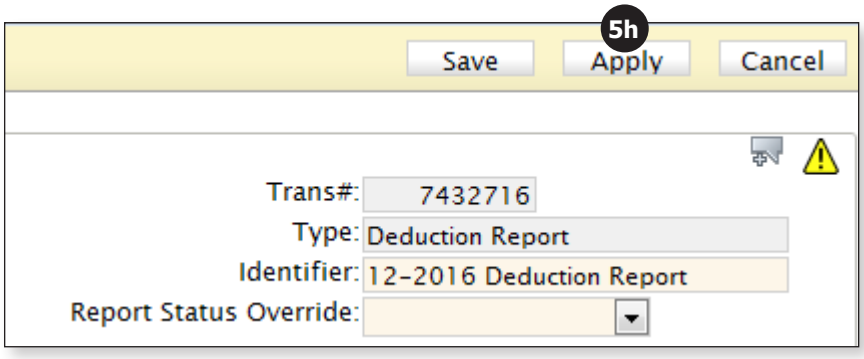
A separate window will open and will display all of the errors that apply to this particular record.



g. Click the **Close** button.

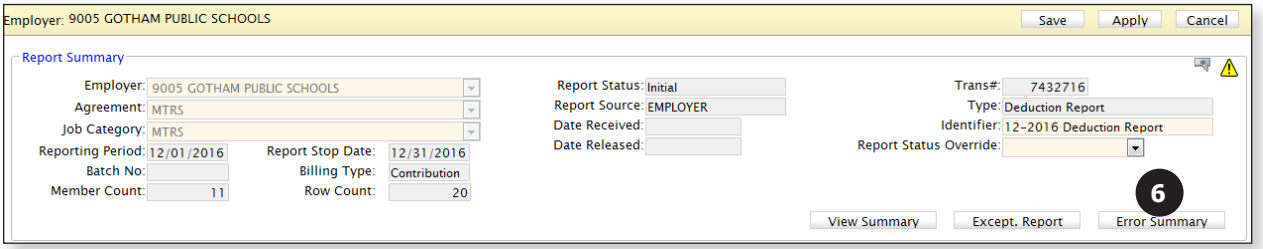


h. Fix any errors that are listed and click the **Apply** button in the top right corner of the deduction report.



i. When you have fixed all of the members with that particular error message, repeat Steps 5a-5h above until all of the errors have been addressed.

6. Once all errors are fixed, click the **Error Summary** button.



7. Once again check the value listed next to "Errors Total."

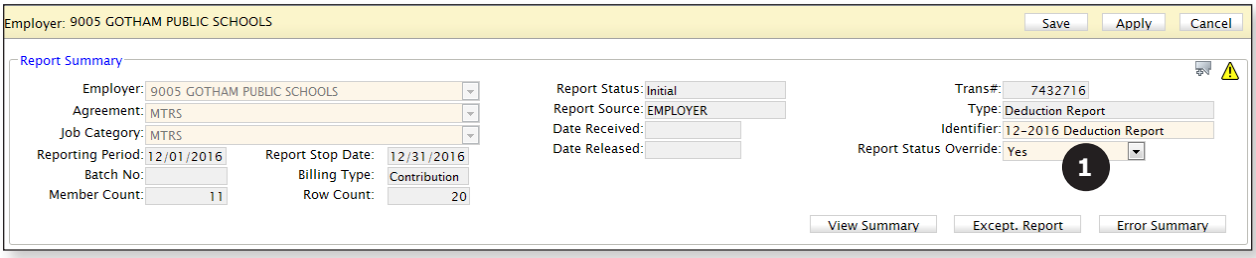
8. If the total is "0," go to Tab 14,"Submitting the Deduction Report to the MTRS."

9. If the report indicates that you still have errors, repeat the steps above until the "Errors Total" is "0."

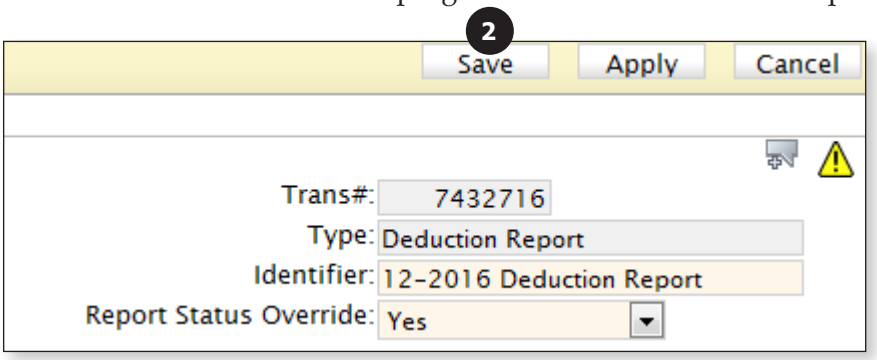
Submitting the Deduction Report to the MTRS

Once all of the errors and exceptions from the Exception Report have been addressed and the Error Summary report shows "0" errors, it is time to submit the deduction report to the MTRS.

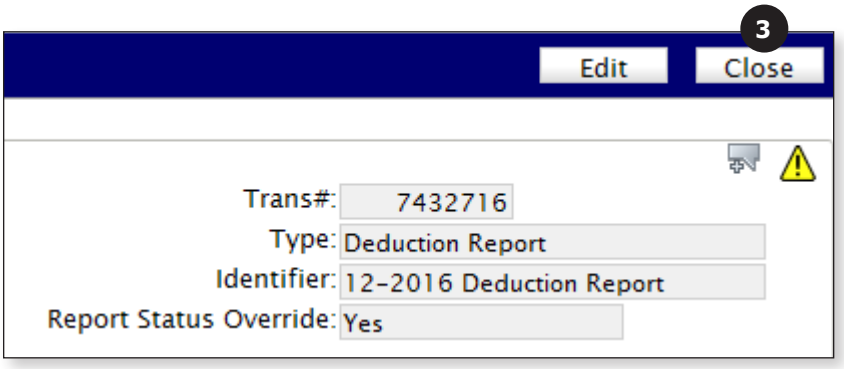
1. Change the "Report Status Override" field to "Yes."



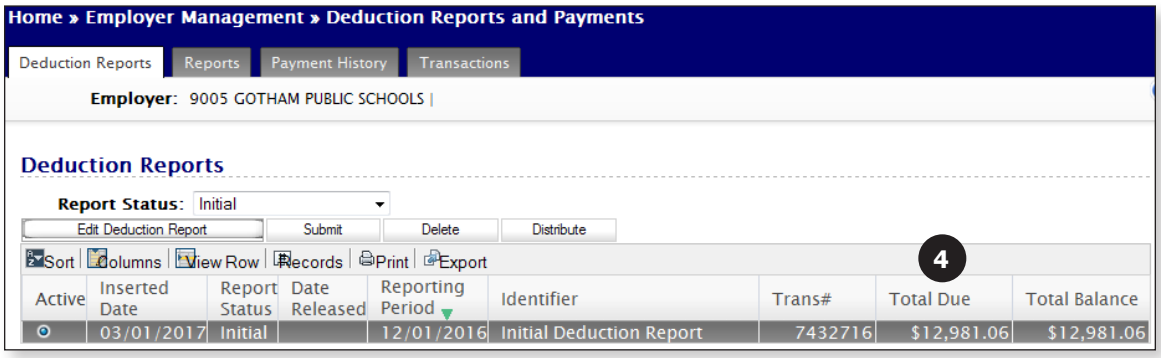
2. Click the **Save** button in the top right corner of the deduction report.



3. Click the **Close** button.

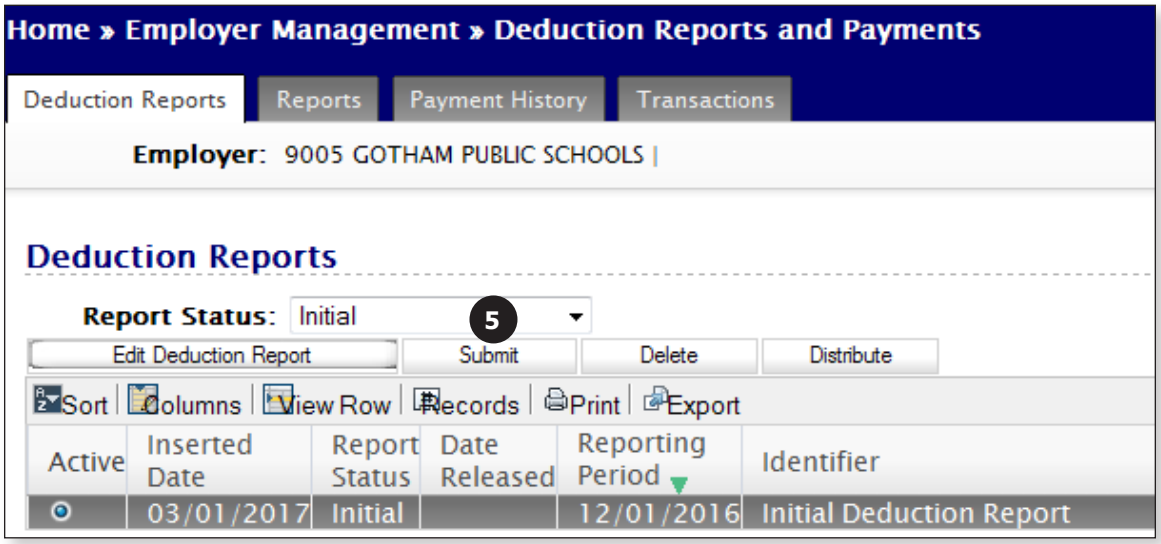


4. Confirm that the **Total Due** in the deduction report matches the payment total from your payroll system. If the payment does not match the report total, correct the variance **before** submitting the report to the MTRS.

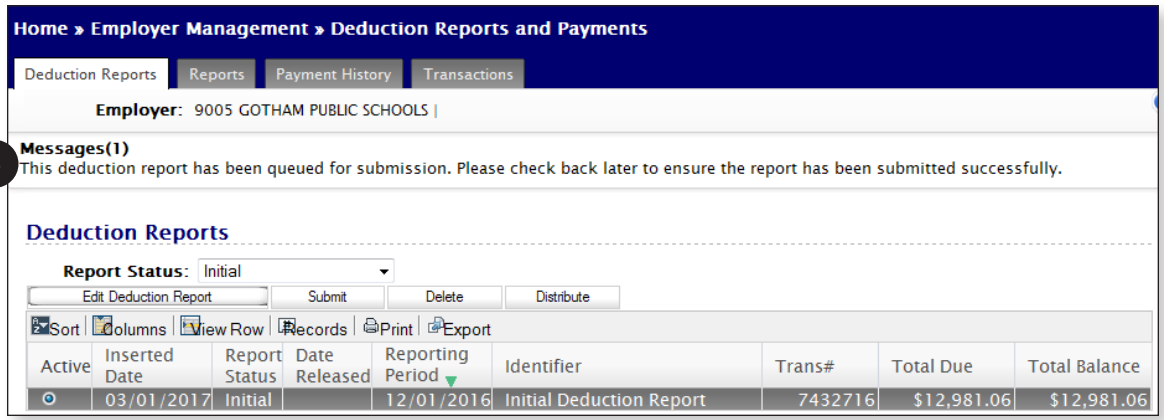


*Be sure to compare the Total Due to the **actual payment** you sent in and not the Total Balance field.*

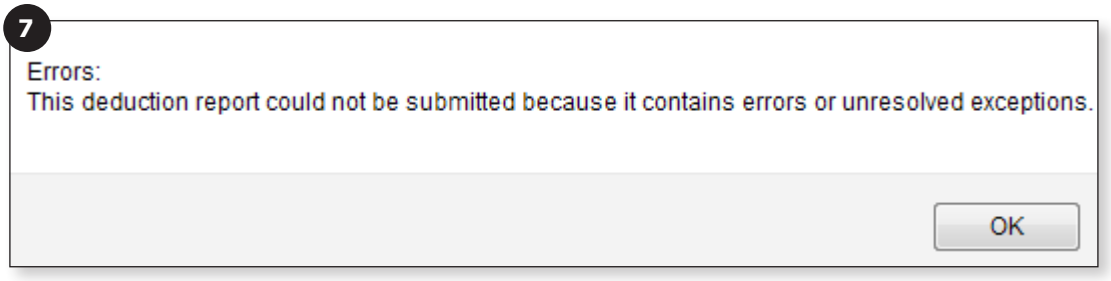
5. Click the **Submit** button.



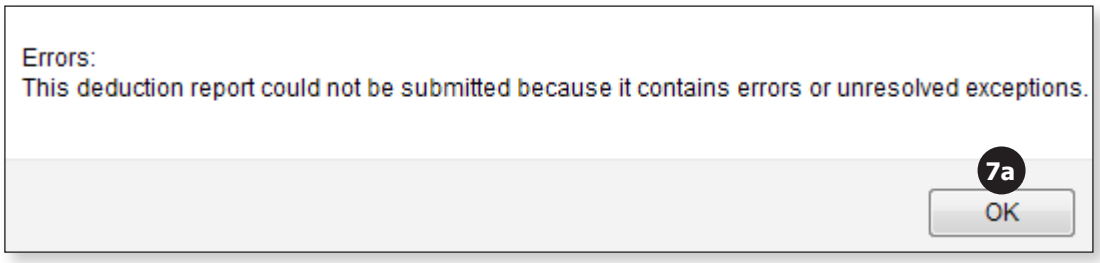
6. If the report has **successfully been added to the submission queue,** you will see the message "This deduction report has been queued for submission. Please check back later to ensure that the report has been submitted successfully."



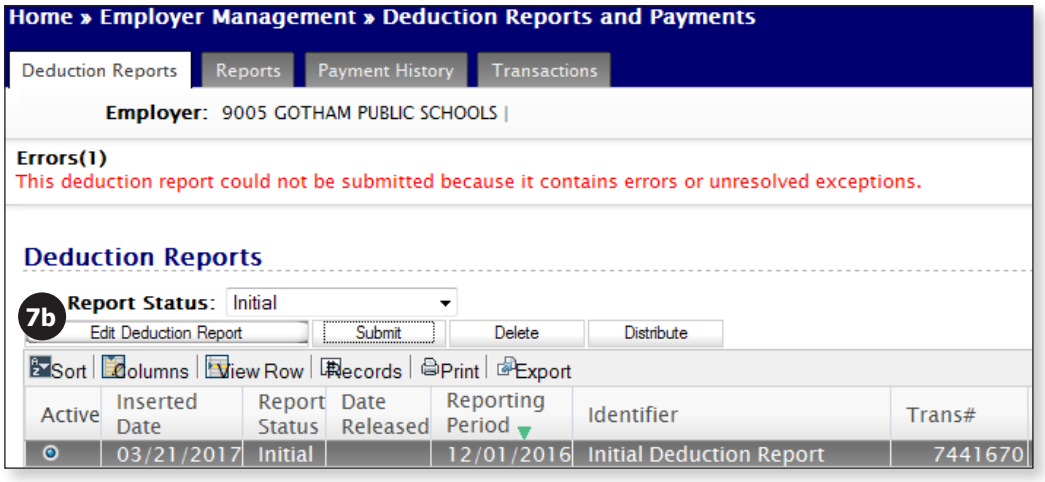
7. If the report **has not been successfully queued for submission,** you will see this message:



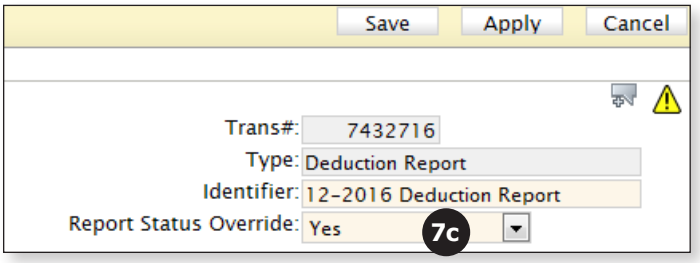
a. If you see this error, click the **OK** button.



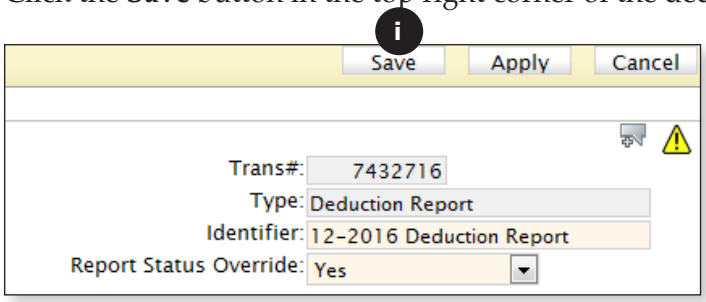
b. Highlight the report you are working on and click the **Edit Deduction Report** button to open the deduction report.



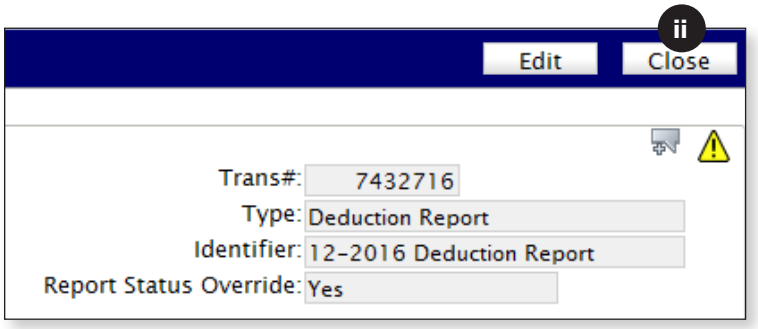
c. **If the Report Status Override field does NOT show "Yes,"** change it to "Yes."



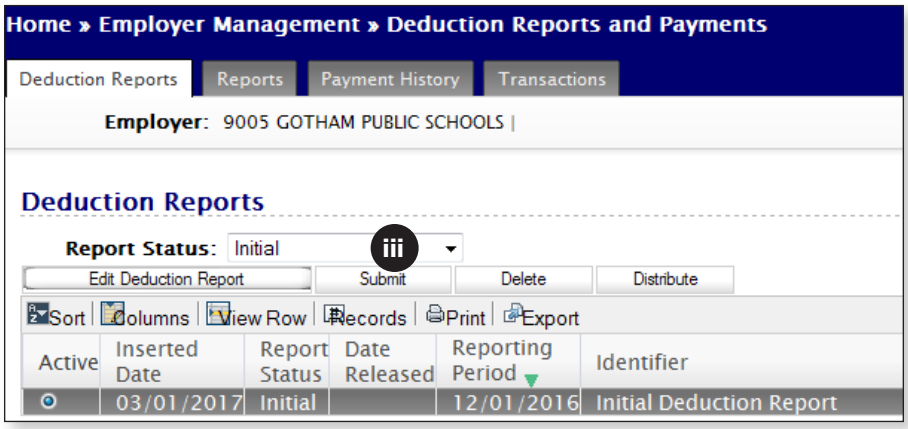
i. Click the **Save** button in the top right corner of the deduction report.



ii. Click the **Close** button in the top right corner of the deduction report.

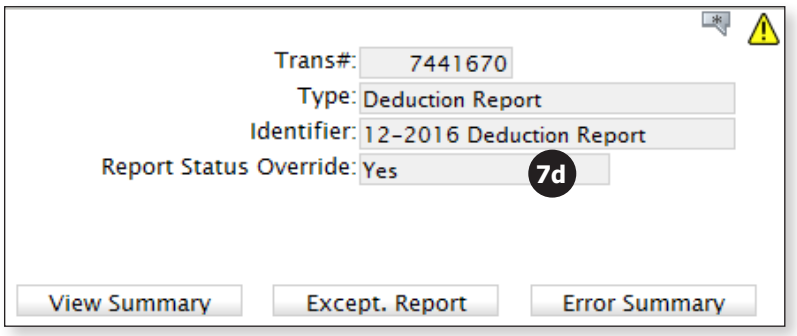


iii. Click the **Submit** button.

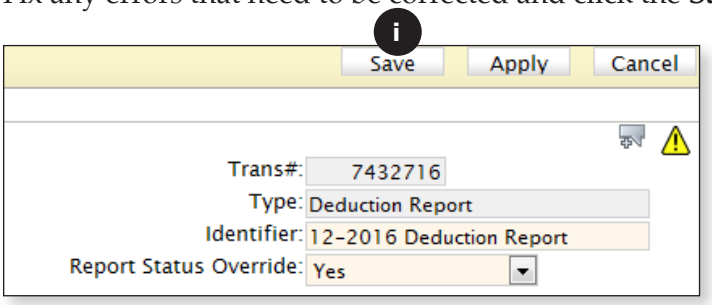


If you still get the submission error message, open the deduction report again and run the Exception Report to see records that still have errors that need to be addressed.

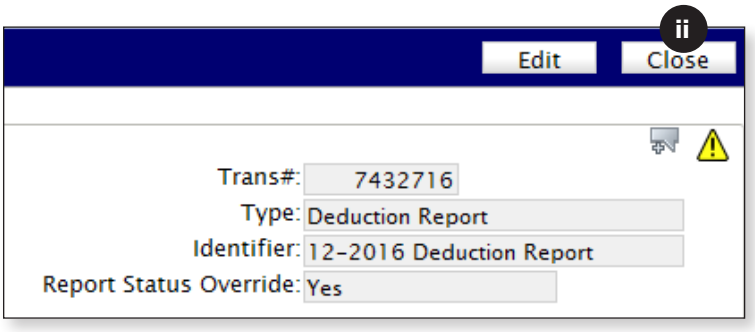
d. **If the "Report Status Override" field shows "Yes,"** run a new Exception Report to see records that still have errors that need to be addressed.



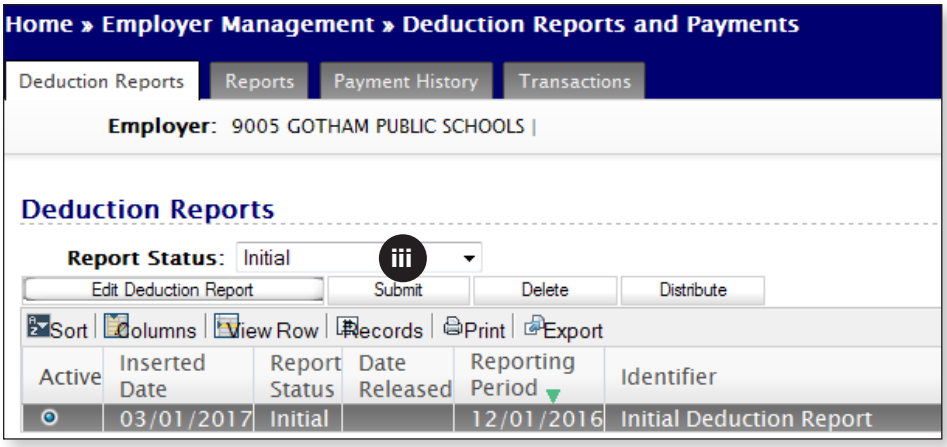
i. Fix any errors that need to be corrected and click the **Save** button.



ii. Click the **Close** button in the top right corner of the deduction report.



iii. Click the **Submit** button.



Understanding the Service Correction Codes

How service credit is applied

Since service correction codes can alter the amount of service credit applied to a member's account, it is important to have an understanding of how service credit is earned per pay period. To determine the amount of service that is credited to a member for any given pay period, MyTRS looks at a member's base salary, FT% and pay frequency.

- **Example**: A full-time member who has a pay schedule of 26 will receive 1/26 of a year's credit for each record posted. At the end of the school year, they will have received 26/26 pays, totaling one full year of service credit.

When you need to use a Service Correction code

If a member's base salary does **not** equal 1/Pay Frequency (1/26 in the example above), the system will not know how to provide service credit; accordingly, you need to enter a Service Correction code so that the member's service credit is accurate.

Why Service Correction codes are so important

It is imperative that you select the proper Service Correction code to ensure that the member receives the correct amount of service credit per check.

- **Example**: John Smith is a full-time employee with an annual salary of $52,000 and is on a 26-pay schedule. His normal base pay is $2,000 per check.

  When John is paid his normal base pay of $2,000, he receives 0.038461 year of service credit per check (1/26 of a year).

  John goes on an unpaid leave and receives a final adjusted check before he stops being paid. This final check is for $3,400.

  For the Service Correction code on his final check, if you enter:

  - The **correct** code **(Payout),** John will receive 0.065385 year of service credit for this pay period ($3,400/$52,000).

  - The **wrong** code **(Unpaid Admin Leave),** John will only receive 0.038461 year of service credit for this pay period (1/26). **As a result, John will lose 0.026924 year in service credit.**

Just FYI...

Depending on the situation, service credit may be prorated

As detailed in the Service Correction Codes table below, service credit will be prorated in some situations, and not in others. If service is prorated, it is equal to the member's base pay divided by the full annual salary.

- Service credit **will not** be prorated when a member:
  - has base pay recalculated due to annual salary changes, or
  - has a brief unpaid leave lasting no longer than one pay period and does not miss a check (e.g., the member is docked 2 days of pay because they have run out of sick time).
- Service credit **will** be prorated when a member:
  - changes FT%,
  - changes Pay Frequency,
  - starts the school year late,
  - leaves before the end of the school year, or
  - misses an extended period of time due to an unpaid leave.

Service Correction (SC) Codes

MyTRS offers a variety of Service Correction Codes within the Deduction Report Editor to help explain why a member's base pay is different than expected. If a record requires a Service Correction code, be sure to add a corresponding comment providing further explanation.

Service Correction Code	Use this when...	When this SC code is used, the service for this period is...
UL – Unpaid Admin Leave	A member is docked pay for a day or two. This code is not used if the member is on a prorated leave or an extended unpaid leave that lasts longer than one pay cycle.	Not prorated
SD – Unpaid Snow Day	A member is docked pay due to an unpaid snow day.	Not prorated
DL – Disciplinary Leave	A member is docked pay for a disciplinary action (i.e., suspension without pay). Note: If the member is being investigated for a possible crime, it is the school's legal obligation to notify the MTRS.	Not prorated
ST – Unpaid Strike Day	A member is docked pay due to a strike.	Prorated

Service Correction Code	Use this when…	When this SC code is used, the service for this period is…
SC – Salary Change Mid-Period	▪ A member's pay has been recalculated due to a change in their annual salary and/or position during the school year without any change to the member's full-time percentage. Do not use this code if the pay is recalculated due to missed days or a leave of absence. ▪ A member has accidentally been overpaid or underpaid, and the correction EITHER will be made in a future pay period OR is being made on this pay period.	Not prorated
MT – Mid-Year Termination or Death	A member resigns, retires, is fired or passes away prior to the end of the school year and the final payment is prorated.	Prorated
MH – Mid-Year Hire	▪ A member starts the school year after the first day of school, and has their pay prorated as a result. ▪ A member is doubled-up on a check due to missing a previous payroll (e.g., when a member is doubled-up on the second check of the year due to missing the first payroll). ▪ A member's FT% changes during the year. ▪ A member's pay frequency changes during the year.	Prorated
PO – Payout	A member is paid out the balance of their contract prior to going on an unpaid leave of absence.	Prorated
PL – Prorated Paid Leave	▪ A member's pay is being prorated due to an unpaid leave either: ▫ While the member is physically on leave, or ▫ In advance, while the member is still working. **Note**: Do not use this code after the member returns from leave—even if their pay remains prorated (use RL – Return from Leave). ▪ A member is on a partially paid sabbatical. ▪ A member is receiving Workers' Compensation payments while still being partially paid by the school.	Prorated
RL – Return from Leave	A member's pay has been recalculated after they have physically returned to work from an unpaid leave.	Prorated

Common Error Messages

The Exception Report is a list of members whose records in the deduction report contain errors or exceptions. **Errors** must be corrected before the deduction report can be submitted to the MTRS. **Exceptions** do not prevent the file from being successfully submitted to the MTRS, but they still need to be investigated.

To run the Exception Report, see Tab 3.

The six most common error messages—and how to resolve them

If your deduction report contains records tagged with errors, it cannot be submitted. Each error message needs to be evaluated and addressed before you can submit the report to the MTRS.

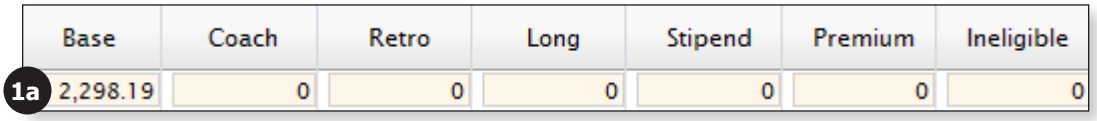
1 **ERROR:** Base earnings do not match salary, based on the FTE and Pay Frequency reported. Please ensure those fields are correct. If they are, please use a SC Correction Code.

Meaning: The earnings reported in the "Base" field are either higher or lower than expected based on the following fields:

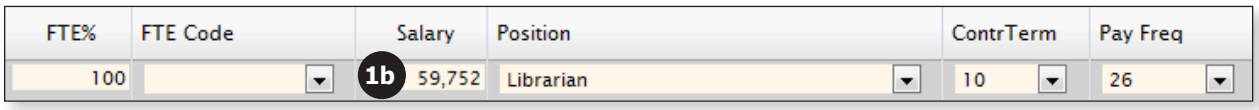
- annual salary
- pay frequency
- FTE%

Resolution:

a. Confirm the value in the "Base" field is correct and contains **only base pay**. If the "Base" field contains any retro, coaching, longevity or ineligible earnings, subtract these earnings from the "Base" field and enter the value into the appropriately labeled field.

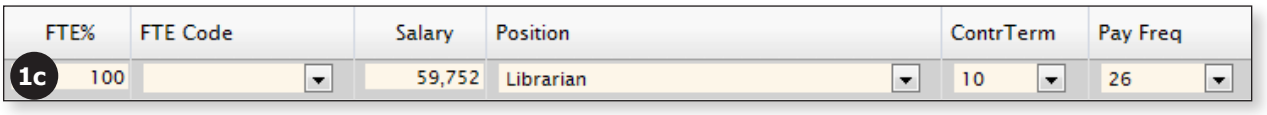


b. Confirm the annual salary being reported in the "Salary" field is the **full-time**, **non-adjusted annual** salary from the step and scale schedule in the contract (or from the individual contract if applicable). If it is incorrect, enter the proper value in the "Salary" field. Also, be sure to update this information in your payroll system.

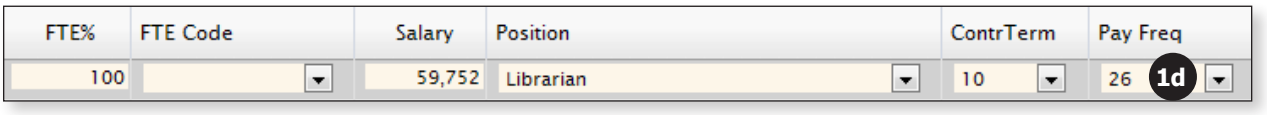


If an employee is part-time, or has their pay prorated due to starting the school year late, or has gone out on an extended leave, make sure the full-time equivalent salary is reported and not the prorated salary.

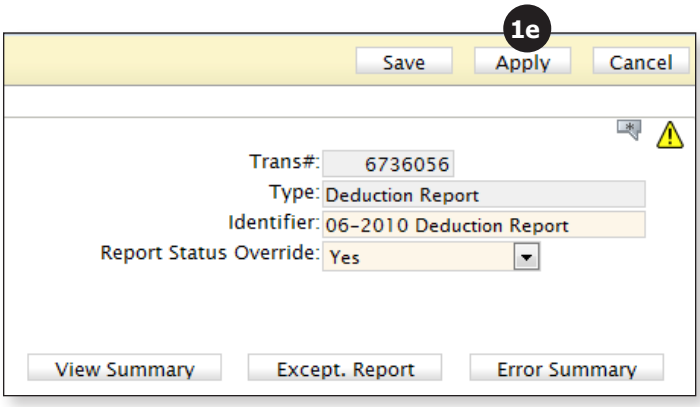
c. Confirm the correct FT% is entered as a whole number in the "FTE%" field. If it is incorrect, enter the proper value in the "FTE%" field. Also, be sure to update this information in your payroll system.



d. Confirm the value in the "Pay Freq" field is the correct pay frequency. If it is incorrect, enter the proper value in the "Pay Freq" field. Also update this information in your payroll system.



e. Click the **Apply** button.



i. **If the Caution icon (⚠) next to the member in question goes away**, the error has been corrected and you can move on to the next record/person on the deduction report.

Do not keep changing the information just to get the caution icon to go away. The information being reported must be correct.

ii. **If the Caution icon (⚠) next to the member in question does not go away**, it's possible there are other errors or exceptions associated with the record or the base to salary error has not been resolved. You may have to enter a Service Correction code in the "Service Correct Code" field to resolve the error.

For information regarding Service Correction codes, see Tab 15.

- **If the "Base" is higher**, it could be due to one of the following:
  - Additional earnings included in the Base field (e.g., Coaching, Stipend, Longevity or Retro pay). Remove additional earnings from the base field and move them to their respective fields.
  - Pay has been prorated/recalculated due to:
    - Starting year late (use the Mid-Year Hire code).
    - FT% change (use the Mid-Year Hire code).
    - Salary increase (use the Salary Change Mid Period code).
    - Leaving district (use the Mid-Year Termination code).
- **If the "Base" is lower**, it could be due to one of the following:
  - One or two unpaid days due to not having enough sick time (use the Unpaid Admin Leave code).
  - Pay has been prorated/recalculated due to:
    - An extended unpaid leave (use the Prorated Leave code).
    - Returning from extended unpaid leave (use the Return from Leave Code).

      Employees with extended unpaid leave must have their events updated in the View/Update Employee Information section of MyTRS.

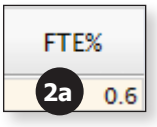
2 **ERROR:** Full-time percentage reported isn't valid.

Meaning: The value in the FTE% field is not between 0-100.

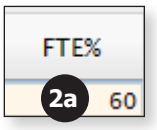
Resolution:

a. Check the value in the FTE% field in the deduction report. Note that the FTE% should be represented as a whole number. For example, 60% should be reported as "60," not "0.6."

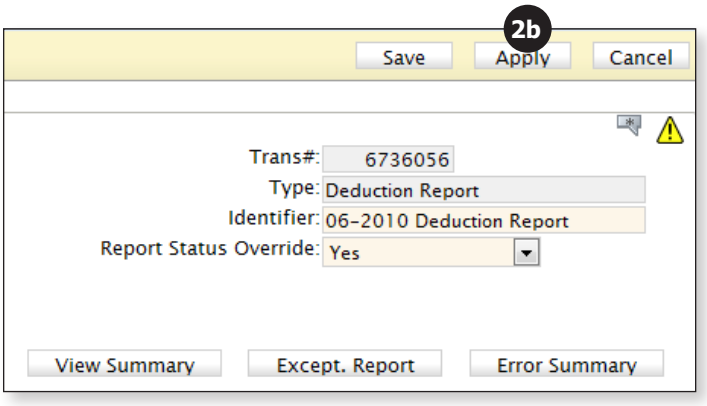
Incorrect



Correct



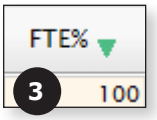
b. Click the **Apply** button.



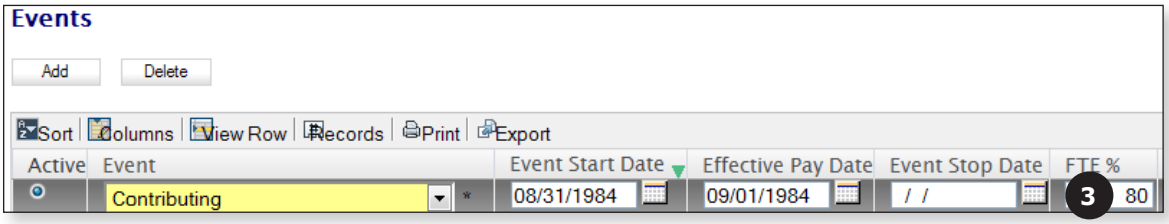
3 **ERROR:** Full-time percentage does not match the current % on the member record in our system. Note: Either correct the value or certify that this change is correct by choosing the FTE% correction code.

Meaning: The value in the FTE% field on the deduction report does not match the value in the FTE% field in the member's employment record in the MTRS database.

The FTE% in the deduction report:

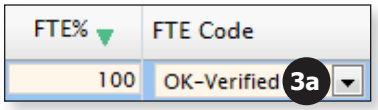


The FTE% in the member's employment record:

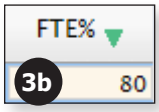


Resolution:

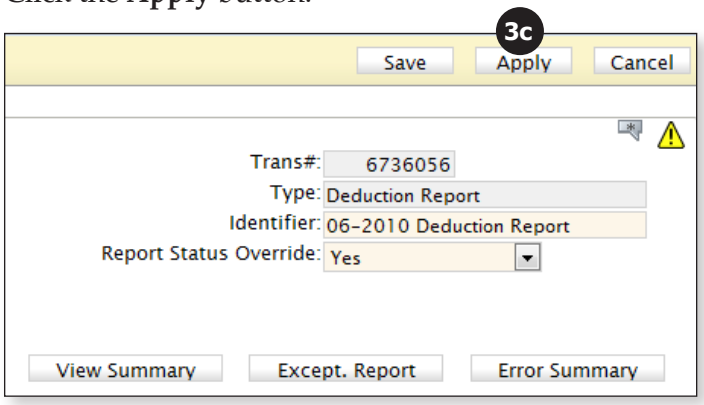
a. **If the FTE% in the deduction report is correct,** choose "OK–Verified" from the "FTE Code" drop-down list.



b. **If the FTE% in the deduction report is not correct,** enter the proper value in the FTE% field (as a whole number). Also, be sure to update this information in your payroll system.



c. Click the **Apply** button.



4 **ERROR:** The pay frequency reported does not exist on your Payroll Calendar. Please either correct the pay frequency or update your payroll calendar.

Meaning: You have not yet created a payroll calendar for the pay frequency being reported or the value in the "Pay Freq" field is incorrect.

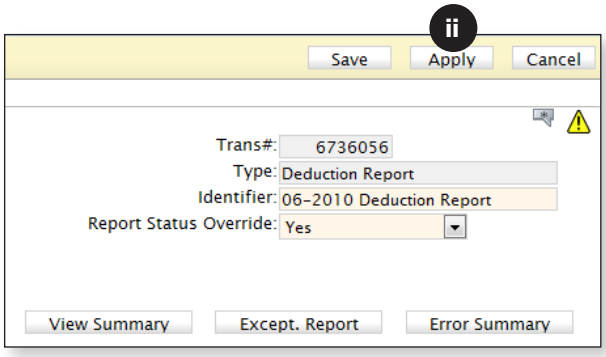
Resolution: Check the pay frequency value being reported in the deduction report and, ensure it is the proper pay frequency for the member. If the member started the school year late, this value should be the **pay schedule the member is actually being paid on** and **not** the number of checks the member will receive.

a. If the **pay frequency is incorrect,** update it to the correct one.

i. Incorrect

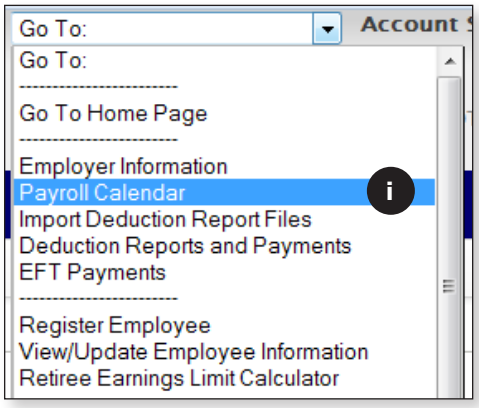
Correct

ii. Click the **Apply** button.



b. If the **pay frequency is correct,** close the deduction report after clicking the **Apply** button.

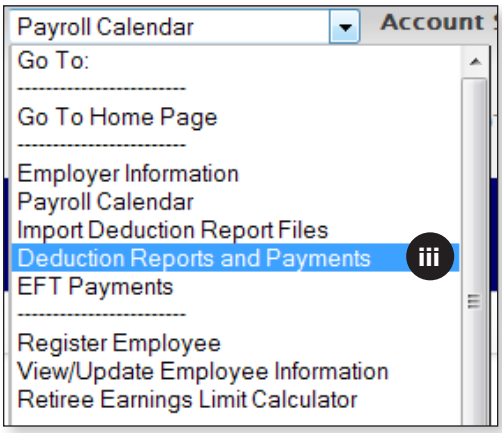
i. Choose "Payroll Calendar" from the "Go To" drop-down list at the top of the screen.



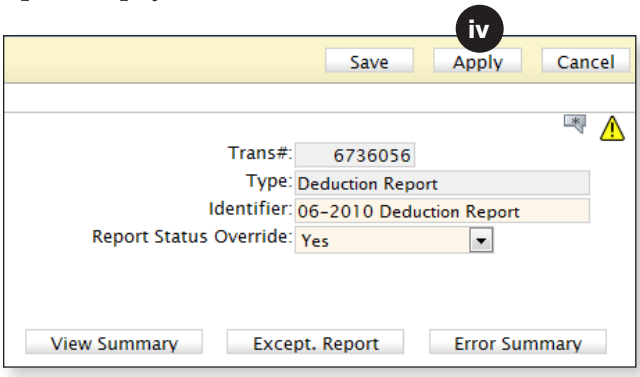
ii. Create and save the Payroll Calendar that is needed.

For information on how to create a payroll calendar, see Tab 1.

iii. Choose "Deduction Reports and Payments" from the "Go To" drop-down list at the top of the screen.



iv. Open the deduction report and click the **Apply** button to incorporate the updated payroll calendar.



5 **ERROR:** Pay date cannot be found on your district payroll calendar for this pay frequency. Please update your calendar.

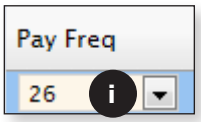
Meaning: The pay date on the record in the deduction report is not on the calendar for the pay frequency ("Pay Freq") reported for this member.

Resolution: Check the pay frequency reported on the deduction report and ensure it is the correct pay frequency for the member. If the member started the year late, this value should be the **pay schedule the member is actually being paid on** and **not** the number of checks the member will receive.

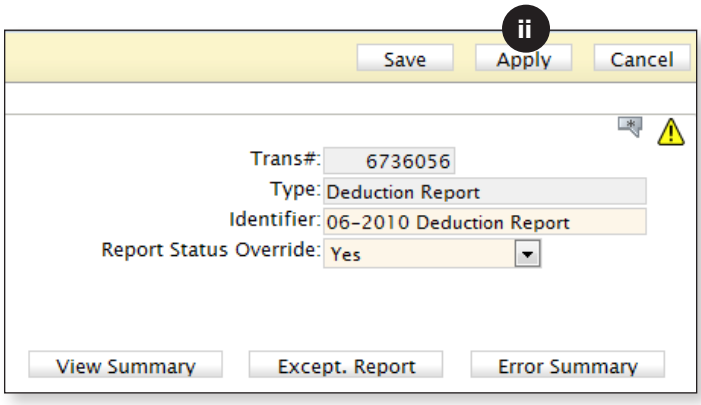
a. **If the pay frequency is incorrect**, update the value to the correct one.

i. Incorrect

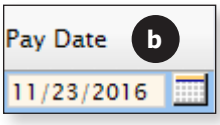
Correct



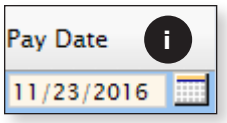
ii. Click the **Apply** button.



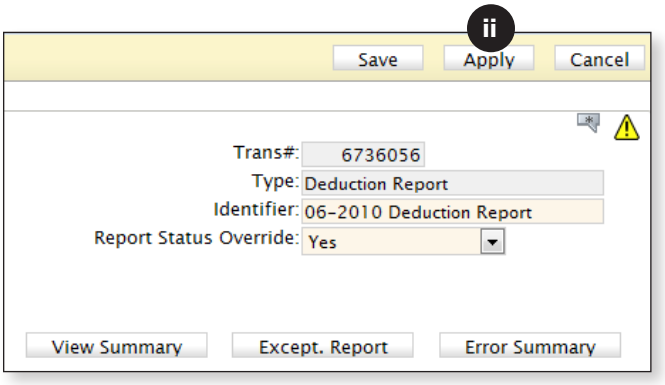
b. **If the pay frequency is correct**, check the pay date for the record in question.



i. If the **pay date is incorrect**, correct it.

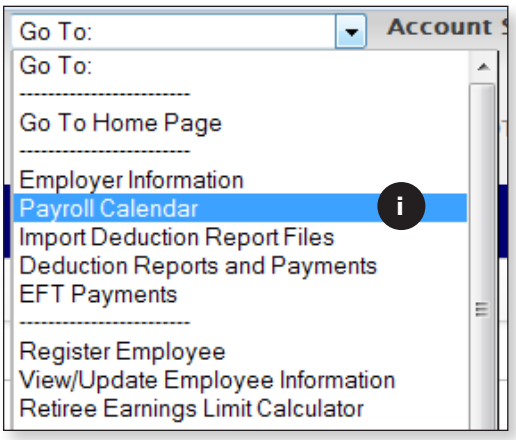


ii. Click the **Apply** button.

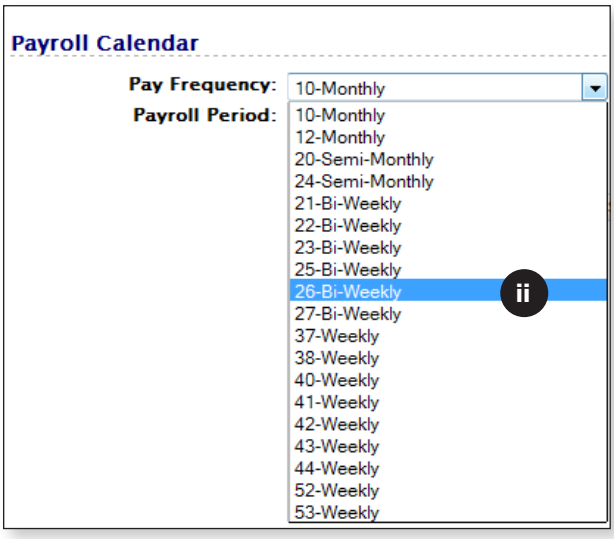


c. If the **pay date is correct** and is on the pay schedule as a regularly scheduled pay date (meaning that it's not a one-off manual check run), click the **Apply** button and close the deduction report.

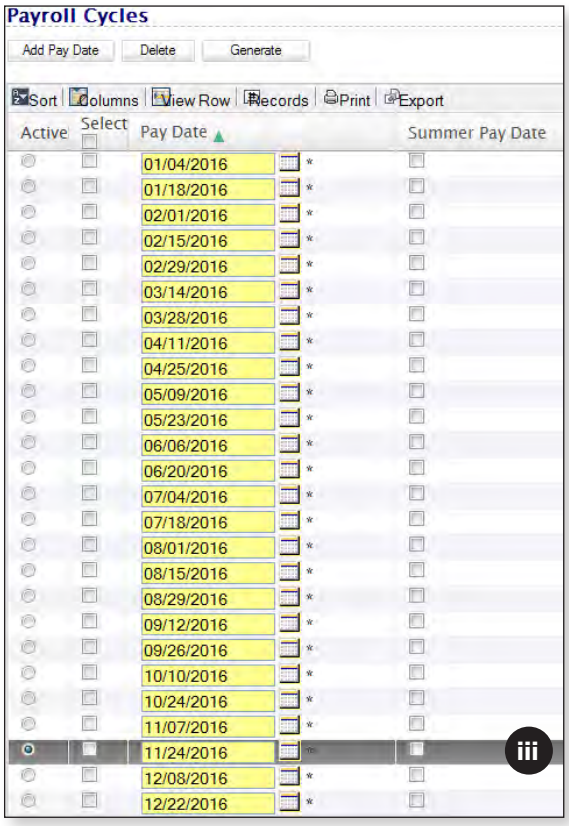
i. Choose "Payroll Calendar" from the "Go To" drop-down list at the top of the screen.



ii. Choose the proper "Pay Frequency" from the drop-down list.

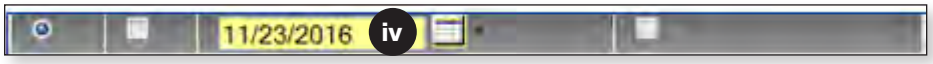


iii. Scroll down to where the date in question should be located. In this example, we are looking for the pay date of 11/23/2016. This date is not on the calendar, which is causing the error.

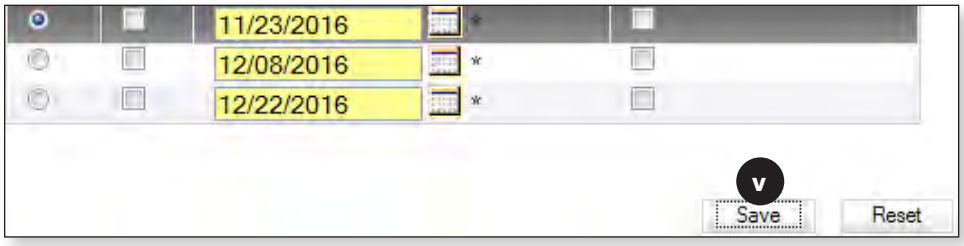


The regularly scheduled pay date of 11/24/2016 happens to be Thanksgiving, so checks were instead issued the day before, on 11/23/2016.

iv. Manually change the date to "11/23/2016" from "11/24/2016."

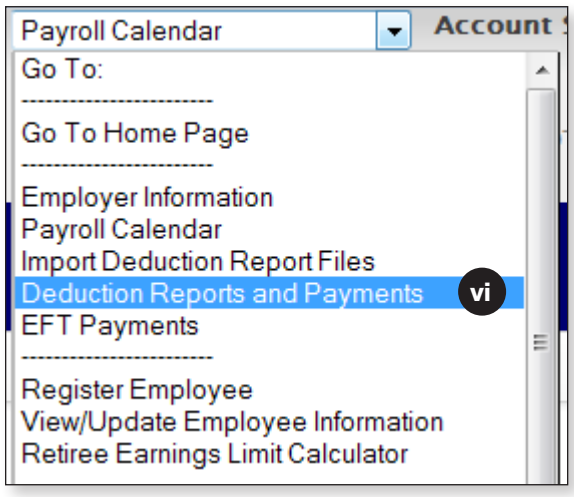


v. Click the **Save** button.

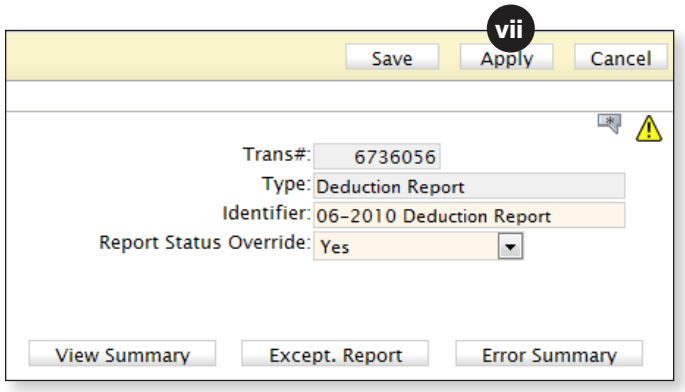


See Tab 1 for more information regarding Payroll Calendars.

vi. Choose "Deduction Reports and Payments" from the "Go To" drop-down list in the top of the screen.



vii. Open the deduction report and click the **Apply** button to incorporate the updated payroll calendar.

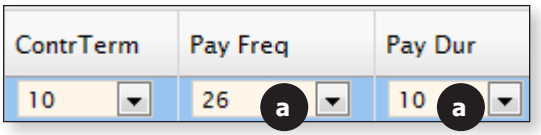


6 **ERROR:** Pay duration and pay frequency are not a valid combination.

Meaning: Either the pay duration or the pay frequency value is not correct in the deduction report.

Resolution: Check the values in the "Pay Dur" and the "Pay Freq" fields.

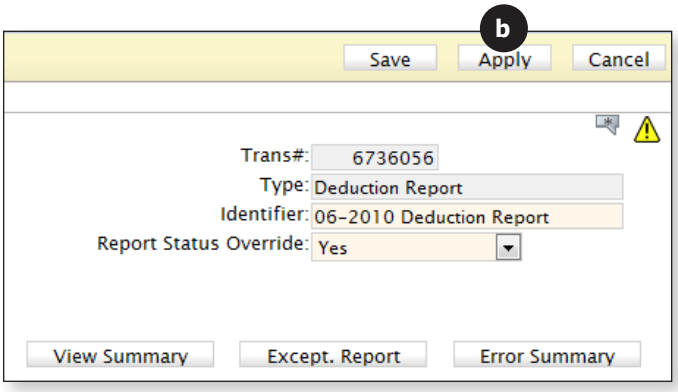
a. Correct the incorrect value(s) and also be sure to update this information in your payroll system.



If the member is on a 26, 27 or 52 pay frequency, the pay duration can only be 12 or LS. Choose LS if the member is going to receive a lump sum payment at the end of the school year. If the member is going to be paid throughout the summer, choose 12.

If the member is on a 21, 22, 41 or 42 pay frequency, the only valid pay duration option is 10 since they will not be paid throughout the summer and will not receive a lump sum at the end of the school year.

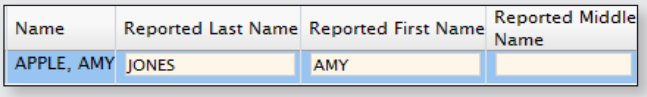
b. Click the **Apply** button.



Common Exception Messages

A deduction report can be submitted with exceptions; however, each exception message needs to be read and addressed. **Do not skip over exception messages.**

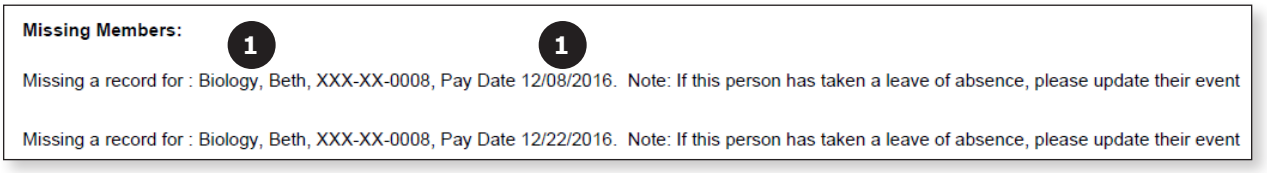
Exception message	What it means and what you need to do to resolve it
Member not enrolled	The member has not completed the online enrollment process as of the time the exception report was run. **Resolution:** Contact the member and ask them to complete the online enrollment process. You will need to provide them with their Enrollment Assignment sheet or their member number in addition to the "Enrollment Directions and Tips" document.
Potential rate error: MTRS rate X%, School rate Y%	The MTRS believes the member should be deducted at X% while the school has the member set up at a different rate, represented by Y%. **Resolution:** If the school rate is: 1. **a valid deduction** rate (5%, 7%, 8%, 9% or 11%), do nothing at this time. The MTRS will research the member's rate and will notify you and the member if the rate needs to be changed. 2. **not a valid deduction** rate (e.g., 13.62%, 7.74%, etc.), confirm that all eligible earnings are listed in the appropriate fields on the deduction report. a. If any earnings are missing, add them to the deduction report in the appropriate field and click Apply to see if the exception message goes away. b. If the earnings are reported correctly, and: i. deductions were taken on ineligible earnings, calculate the over-deduction; add a comment stating what happened and when the member will have the ineligible deductions reversed through payroll. *Example: Sally Smith was paid $453.92 for hourly tutoring which is not eligible. Payroll accidentally took deductions on these ineligible earnings causing this exception message. The deductions taken in error will need to be reversed to the member through payroll on a future pay date.* ii. deductions were not taken on eligible earnings, calculate the deductions owed; add a comment stating what happened and when you will be collecting the owed deduction amount through payroll. *Example: John Smith was paid $4500 for coaching but payroll failed to take deductions on these eligible earnings, causing this exception message. Deductions will need to be collected for these eligible coaching earnings through payroll.* iii. additional deductions were taken or refunded to the member to correct an error in a prior month; enter a separate adjustment record (see Tab 19) and add a comment to the report explaining why the adjustment was made. *Example: Steve Smith had deductions taken on ineligible earnings in a prior month and payroll reversed deductions back to him in the current month, causing this exception message. You would report the deduction adjustment in a separate adjustment record.*

Exception message	What it means and what you need to do to resolve it
2% deduction taken in error	The MTRS believes the member is at a deduction rate that is not subject to the additional 2% deduction. **Resolution:** ▪ First, check to see if there is another exception message for the same member for the same pay date. If the member **ALSO** has the exception message "Exception: Potential rate error: MTRS rate 11% School rate Y%," You need to **consider these two exception messages together**. ▫ The school believes the member's deduction rate is Y% + 2%; however, the MTRS believes that the member's rate is 11% and, therefore, the MTRS is not expecting a 2% deduction. When these **TWO** exception messages appear together, **do nothing at this time**. The MTRS will research the member's rate (Y=7%, 8% or 9%). ▪ If you see **ONLY** this exception message without the additional message regarding the regular deduction rate, check your payroll system to see why the additional 2% deduction is being taken when it appears it is not required. If you are taking a deduction rate of 11%, no additional 2% is required. Be sure to turn off the 2% deduction in your payroll system and calculate the ineligible 2% owed to the member. Add a comment to the deduction report explaining how much of a refund the member is owed and when the deduction reversal will be processed through payroll.
Member's rate and R+ status are on hold	This message typically means that the member has transferred service from another retirement board and the MTRS is awaiting the transfer and R+ election to be made. Once the member's R+ election form has been submitted, or the submission deadline has passed without an election, the member's rate and R+ status will be taken off hold. **Resolution:** No action needs to be taken on this exception message.
Combination of Member name and SSN does not match the data in our system	The value in the "Reported Last Name" field does not match the last name value in the "Name" field. *Example: The value in the "Reported Last Name" field (Jones) doesn't match the value of the last name in the "Name" field (Apple).*  | Name	Reported Last Name	Reported First Name	Reported Middle Name
---	---	---	---
APPLE, AMY	JONES	AMY		 *The values in the "Reported Last Name," "Reported First Name," "Reported Middle Name," and "Reported Suffix" fields come from your payroll system.* **Resolution:** The value in the "Name" field comes from the MTRS based on the SSN provided in the deduction report. If the information in each "Reported" name field is: ▪ **correct**, you do not need to do anything. Once the deduction report is released, the member's name will be updated in the MTRS database. ▪ **not correct**, update it in the deduction report and also in your payroll system. ▪ **for a different person**, call the MTRS to help rectify the situation.

Missing Members

At the end of the Exception Report is a section entitled "Missing Members." If someone is listed under this section, it means that the member is listed as an active employee of your school district but does not have any records in the deduction report with a "RecType" of "Normal" for the pay dates listed. Missing members need to be addressed before you can submit the deduction report to the MTRS.

1. Check the pay date(s) for which the member is missing.



In this example, Beth Biology is missing a record on 12/08/16 and 12/22/16.

2. Check your payroll system to see if the member was actually paid on each of the listed dates. **If the member:**

   a. **WAS paid** on the dates listed, check to see if MTRS deductions were taken. **If MTRS deductions:**

      i. **WERE taken**, manually add the records to the report. Also, ascertain why the member wasn't included in the deduction report and make any necessary changes to your payroll system to fix the omission going forward.

      ii. **WERE NOT taken** and the member was MTRS-eligible for the pay dates listed:

         01. Update your payroll system to turn on the MTRS deductions so the required deductions are collected on the member's remaining checks.

         02. Manually add a record(s) to the report and enter a regular deduction of $.01.

         03. Add a comment to the report detailing the error and the deduction amount owed. Notify the member of the error and contact the MTRS to discuss collection of the makeup deductions.

      iii. **WERE NOT SUPPOSED to be taken** because it was determined that the member was not MTRS-eligible for the pay dates listed, update the "Effective Pay Date" field on their Contributing event to the proper date.

   b. **WAS NOT paid** on the dates listed, check to see why they were missed. **If the member:**

      i. **No longer works for your school**, or declined the position after you registered them, enter a termination event for the member.

      ii. **Is on an unpaid leave of absence**, create the LOA event in the member's account.

      iii. **Was accidentally left off of payroll**, add a comment to the report stating this and note when the makeup check and deductions will be processed.

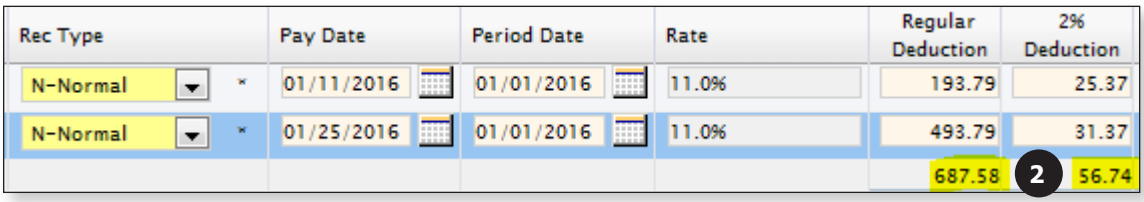
Adjustment Records

Adjustment records must be added to a report when you have collected or refunded deductions for a member **from a prior month**. Adjustment records only affect the member's **deductions**; they do not affect the member's service credit.

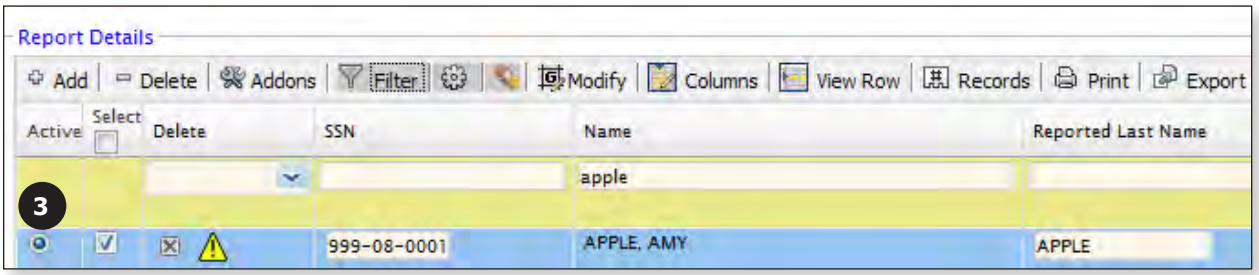
How to add an adjustment record

1. Filter for the person for whom you need to add an adjustment record so that you only see this one member (see Tab 6 for filtering).

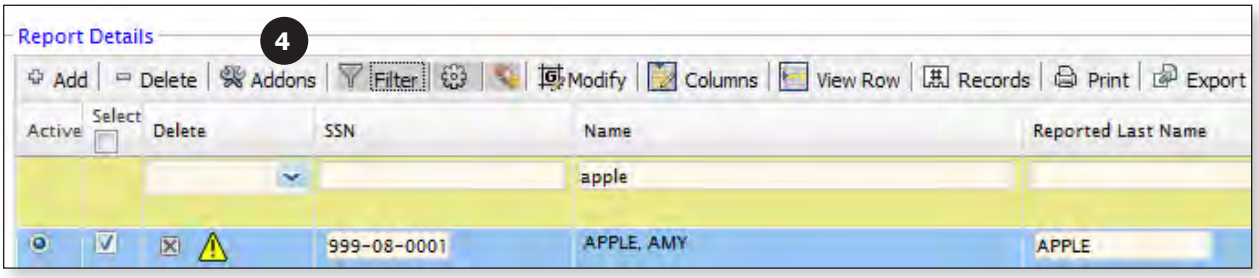
2. **Make note of the total deductions PRIOR** to making any changes. In the example below, the regular deduction total is $687.58 and the 2% deduction total is $56.74. These values should not change after the separate adjustment record is created.



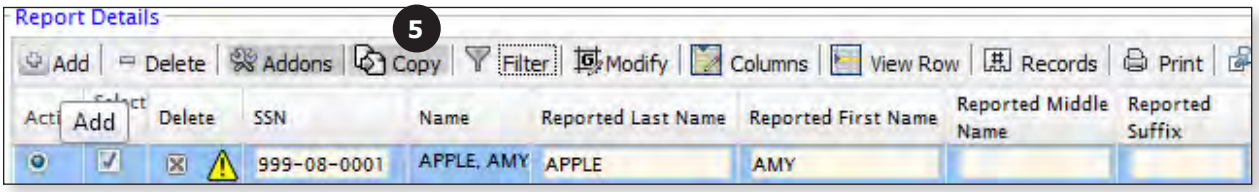
3. Click the Active radio button for the record that contains the refund or collection. The selected row should be highlighted blue.



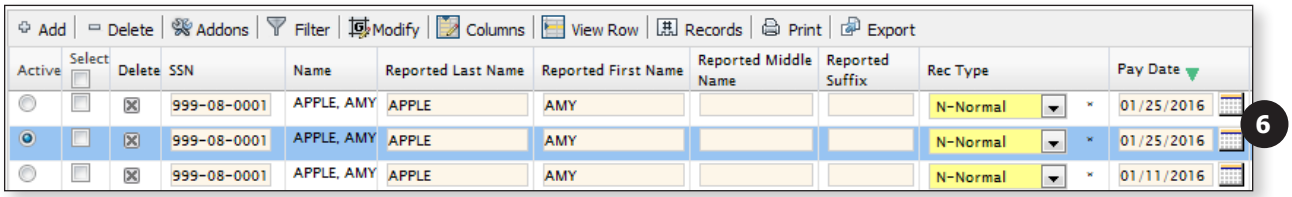
4. Click the **Addons** button.



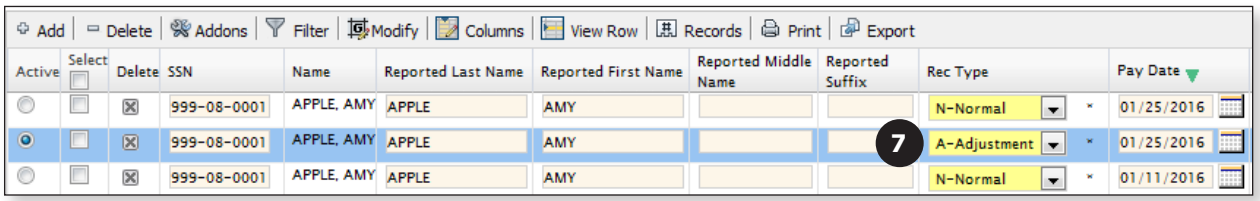
5. Click the **Copy** button to the right of the Addons button.



6. There will now be two records with the exact same pay date and payment information.



7. On the row that is still highlighted blue, change the "Rec Type" field to "Adjustment" from "Normal."



8. Enter the following information into the new Adjustment record you just created:

   a. **Pay Date:** Do not change this field; this is the pay date of the correction.

   b. **Period Date:**

      i. If you are adding an adjustment record to correct the deduction from one specific pay date from a prior month, this field should show the date when the original error occurred. For example, you are refunding money for an over-deduction that happened on 11/24/15, you would enter 11/24/2015 in this field.

      ii. If the collection or refund is for many pay periods, enter the date of the **first** pay period that it is covering. So, if you are collecting past due deductions from 10/01/15, 10/15/15, 10/29/15 and 11/13/15, you would enter 10/01/2015 into the Period Date field since the first time the error occurred was on 10/01/2015.

   c. **Rate:** Do not change this field.

   d. **Regular Deduction:** Enter the amount of the regular deduction you have refunded or collected. The number should be negative if you have issued a refund of deductions and should be positive if you have collected deductions from a previous month.

   e. **2% Deduction:** Enter the amount of the 2% deduction you have refunded or collected. The number should be negative if you have issued a refund and positive if you have collected deductions from a previous month.

   f. **Installment:** This field should be left blank.

   g. **Service Correct Code:** This field should be left blank.

h. **Base, Coach, Retro, Long, Stipend, Ineligible:** If you are only correcting an error in deductions and not in earnings, enter ".01" in the "Base" field, and delete any values that are in the "Coach," "Retro," "Long," "Stipend" or "Ineligible" fields. If you are actually taking earnings back from a member (i.e., member was paid for something in error and you are now recouping the earnings), enter that amount in the appropriate field as a negative number.

i. **FTE%:** Do not change this field.

j. **FTE Code:** Do not change this field.

k. **Salary:** Do not change this field.

l. **Position:** Do not change this field.

m. **Contr Term:** Do not change this field.

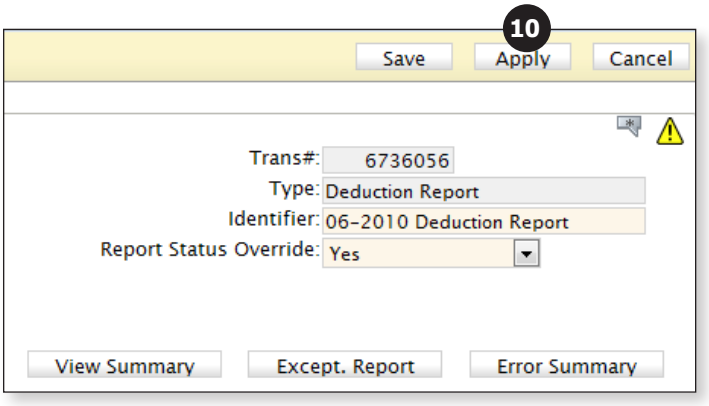
n. **Pay Freq:** Do not change this field.

o. **Pay Dur:** Do not change this field.

p. **Override:** Do not change this field.

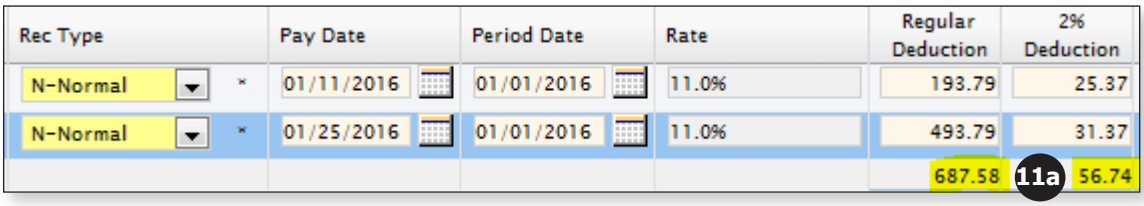
9. Select the other record for the same pay day that has a Rec Type of "Normal." Because the refund or collection is now represented in its own Adjustment record, the Normal record that originally contained the refund/collection needs to be **manually corrected back to its original deductions** based on that check's earnings.

10. Click the **Apply** button.



11. Check the deduction total and make sure that it still matches the total you noted before making the adjustment record(s). In the example below, you will see that the regular deduction total is $687.58 and the 2% deduction total is $56.74. This matches the total we had prior to adding the separate adjustment record, so we know that we have successfully entered the correct values.

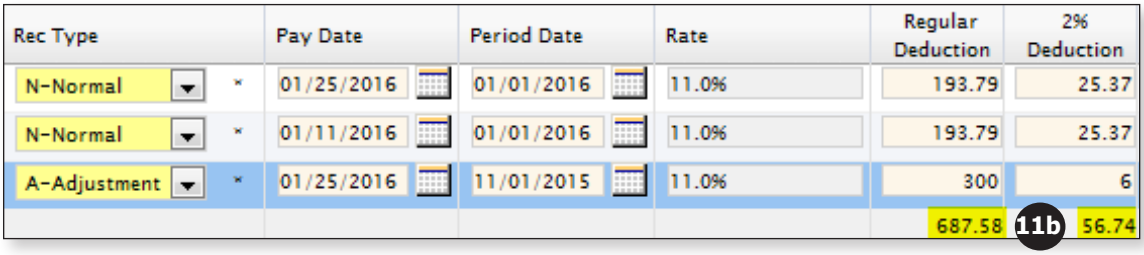
    a. Total deductions **BEFORE** adding the adjustment record:



Rec Type	Pay Date	Period Date	Rate	Regular Deduction	2% Deduction
N-Normal	01/11/2016	01/01/2016	11.0%	193.79	25.37
N-Normal	01/25/2016	01/01/2016	11.0%	493.79	31.37
				687.58	56.74

11a

    b. Total deductions **AFTER** adding the adjustment record:

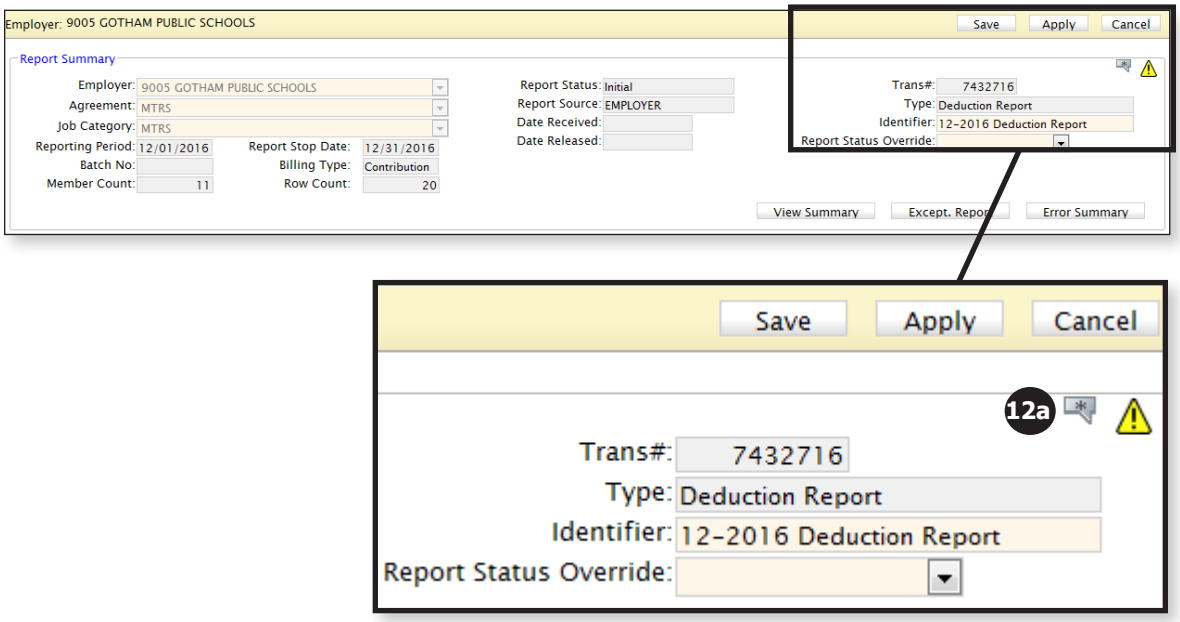


Rec Type	Pay Date	Period Date	Rate	Regular Deduction	2% Deduction
N-Normal	01/25/2016	01/01/2016	11.0%	193.79	25.37
N-Normal	01/11/2016	01/01/2016	11.0%	193.79	25.37
A-Adjustment	01/25/2016	11/01/2015	11.0%	300	6
				687.58	56.74

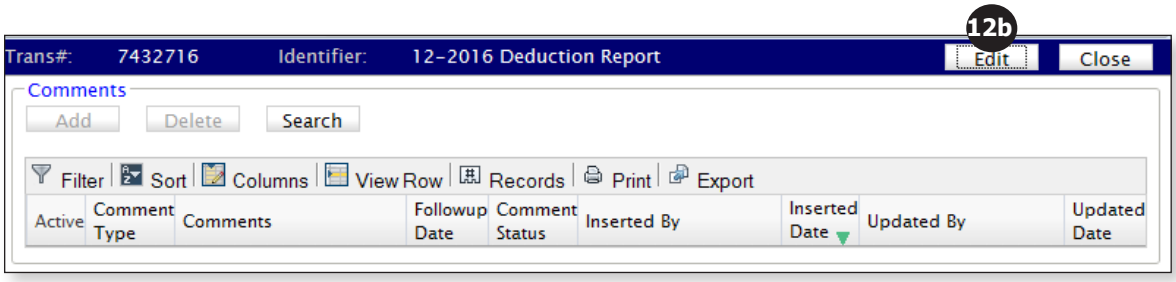
11b

12. Whenever an adjustment record has been added, a corresponding comment is required.

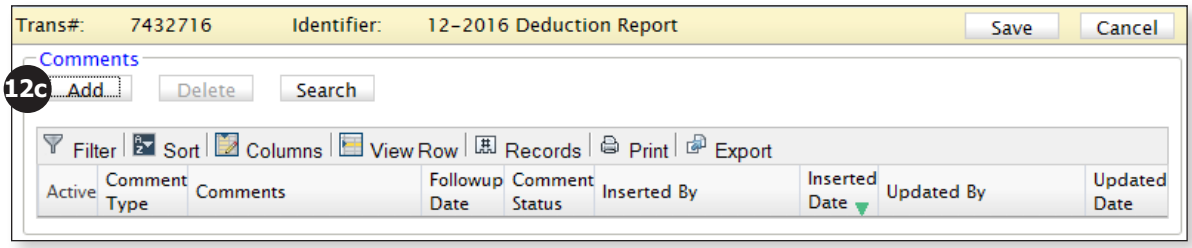
    a. Click on the **Comment** icon ( ) in the top right corner of the deduction report.



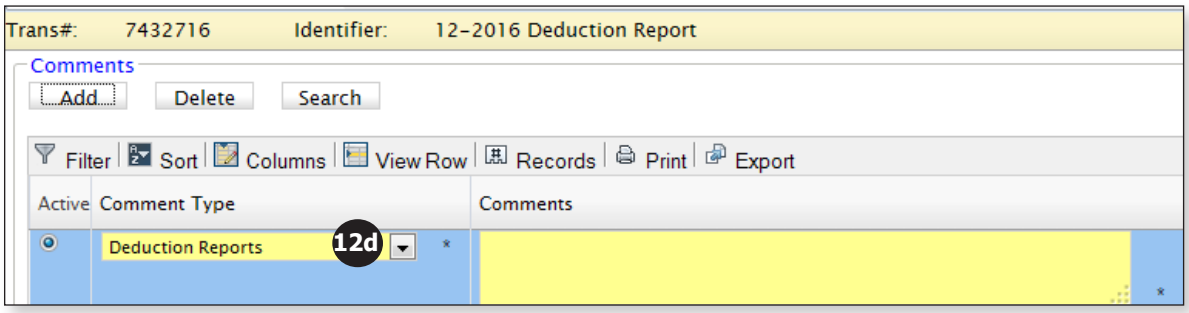
b. Click the **Edit** button.



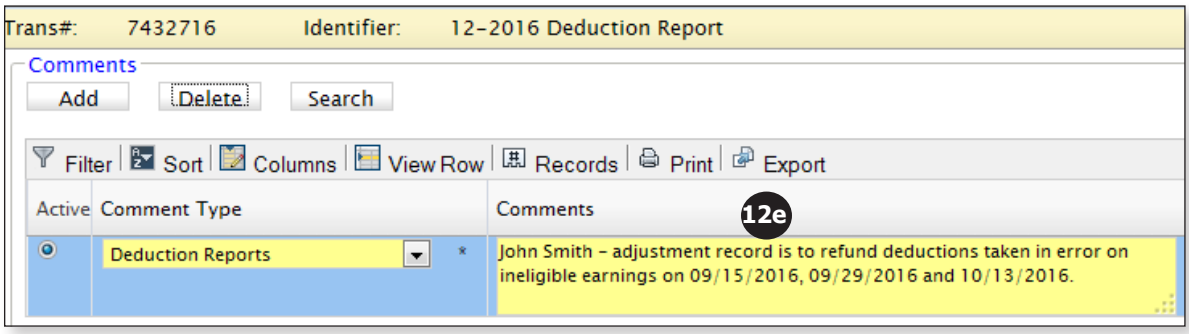
c. Click the **Add** button.



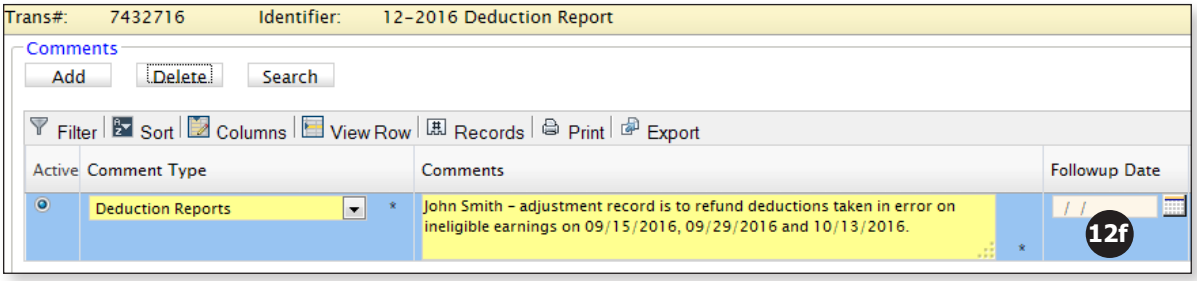
d. **Comment Type:** Leave this field set to Deduction Reports



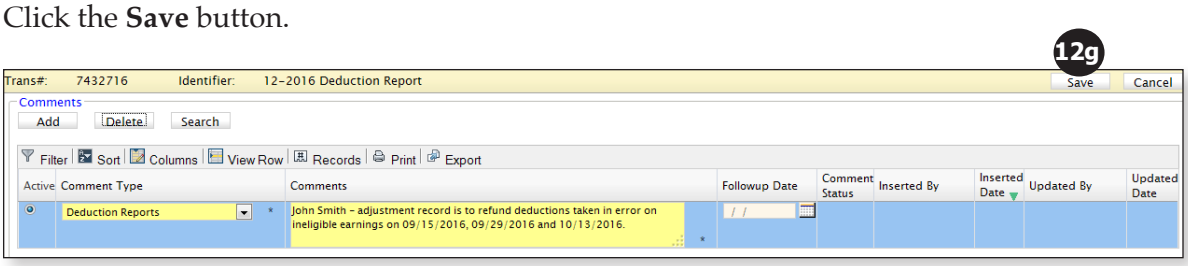
e. **Comments:** Start your comment with the member's name, as the comments section is generic for the entire report. Without the member's name, the MTRS will not know to whom the comment applies.



f. **Followup Date:** Leave this field blank.



g. Click the **Save** button.



TAB 20

Notes